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HP: New Faces, New Places?

Where The Company Changes Leave SMBs

by Christian Perry

As HP RIDES BOLDLY INTO the Mark Hurd era, much of the speculation surrounding the CEO swap points to bigger, better things for the beleaguered company. But most current and potential future cus-

tomers prefer results to rhetoric, and if you look past the hype, you'll find an HP that's already morphing.

Currently Hurd is reviewing the company's costs and operations, and comments he provided in his first earnings report led analysts to predict that HP could soon lay off up to 15,000 employees. But such cuts are nothing new, as HP endured thousands of cuts under previous CEO Carly Fiorina, and

even competitors such as IBM and Sun Microsystems cut workers by the thousands in recent years.

If the cuts occur, shareholders might smile about the bottom line while customers panic, but for small to midsized businesses, a slimmer, more focused HP could equate to sensible technologies and services that work within their budgets. Already we're seeing positive change that bodes well for the future.

Secure, Available Data

In recent months HP announced several initiatives aimed squarely at SMBs. One of them, the HP Business Protection portfolio, is an intriguing, multipronged approach toward protecting businesses from everything from viruses to natural disasters.

Integrating security protection, data protection, and "business-critical availabili-

ty," the portfolio includes the HP Smart Desktop Management Service for data protection and security of networked PCs, as well as the online

SMB Security Solution Center, which HP says will "make it easier for small business owners and partners to understand and choose security features to best protect their businesses." Also available are storage and server products that help protect data and ensure availability.

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Consider An Emergency Generator

Weigh The Benefits & Costs Before You Decide

by Steven S. Ross

SHOULD YOU SUPPLEMENT battery-based uninterruptible data center power supplies with an emergency generator? Vendors say the question has been coming up with increasing frequency as word spreads about summer rolling blackouts and brownouts and drops in service

reliability. Two years ago, 50 million people in eight states from the Midwest to New York lost power for at least 24 hours in one giant blackout.

Amercan Power Conversion and other vendors note that specific localities can have much higher outage rates, either because of building-specific problems or bad weather (lightning strikes in the Southeast, for example, or tornadoes in the Midwest). In a rolling blackout, power to industrial facilities is often shut down first. New data center managers should check the utilities contract to see if the data center is subject to such utility disconnects.

A Growing Problem

"Deregulation of the power industry has had a real effect on people's needs to support their systems during shutdowns or to ride through a shutdown," says Bill Hunt, product line manager for the power generation systems group at APC. Despite that, he says, customers typically admit that they've considered a backup generator but rejected the idea because of the design work required.

"A UPS provides clean power, guarding against surges and drops," says Dan McHugh, project manager at PTS Data Center Solutions. "In order to provide longer-term power, you'd need racks and racks of batteries. A generator allows you to be out two to three days, so you're not losing money." PTS is a consulting firm that does design work, construction, or construction management.

Says Hunt, "Our small and medium business customers started to come to us looking for longer runtimes. It used to be seven to 10 minutes, and now they were asking for two hours or more." A well-designed emergency generator can run for days.

A data center with seven to 12 racks full of equipment Go to Page 8, Column 1

In a rolling blackout, power to industrial facilities shuts down first.

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What's Happening At HP?

We take a look at what's happening at HP under the new leadership of CEO Mark Hurd, with special emphasis on the company's focus on the small to midsized enterprise.

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■ To address high power densities and cooling, APC released a series of products to complement its InfraStruXure architecture. ■ Ecora introduced the Ecora Change and Configuration Management suite.

■ iLumin announced Assentor Discovery 2.0, a data-discovery tool for searching archived messages. ■ PerfCap is targeting new software at users who want to automate capacity planning. ■ Polycom's Ceiling Microphone Array can cover a

room up to 2,100 square feet. Shavlik NetChk
Connect detects new wired and wireless connections. StorageTek introduced IntelliStore, an archive and compliance device. Veritas released a storage management, replication, and clustering package called Storage Foundation High Availability.

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■ Windows 2000 Still Leads In Enterprise

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DESPITE MOVING out of Mainstream Support at the end of this month, Win2000 is still being run on 48% of all business PCs, according to AssetMetrix Research Labs. WinXP is on 38% of all business PCs—up from 6.6% two years ago, primarily because of smaller companies moving away from Win9x. AssetMetrix credits some of Win2000's success to concerns about WinXP's security. Once Win2000 is out of Mainstream Support, only companies with support contracts will receive nonsecurity fixes for the OS. Microsoft is scheduled to end all support for Win2000 on June 30, 2010.

I HP CEO Makes First Major Organizational Move

MARK HURD, CEO OF HP, decided to split the Imaging and Personal Systems Group that former CEO Carly Fiorina formed. Hurd will return the two organizations that made up the unit, the Personal Systems Group and the Imaging and Printing Group, to standalone groups. Hurd says this move will "further sharpen our competitiveness and improve our cost structure." This division opens the door to HP possibly spinning off its personal computer business or printer business to increase shareholder value.

■ Viruses Decrease As Browser-Based Threats Spike

COMPTIA ANNOUNCED in its annual report on IT security and the workforce that the number of browser-based attacks has grown while the number of viruses and worms has declined slightly. Viruses and worms still remain the No. 1 threat to companies, according to CompTIA. Last year 68.8% of firms surveyed said they had experienced such attacks; 66% reported those attacks this year. Browser-based attacks have risen

dramatically in the past year, with 56.6% of those surveyed reporting such attacks, up from 36.8% last year and 25% two years ago.

■ CIOs Cautious About 2006 Outlook

CIO CONFIDENCE in the business climate has fallen to its lowest level in nearly two years despite gains made in 2004, according to Forrester Research's quarterly CIO Confidence Poll. The slip in confidence is especially apparent among small to midsized businesses. More than 75% of CIOs polled say their IT spending has increased this year, and 65% say they'll spend more on IT in 2006.

Intel May Build In India

INTEL REPORTEDLY HAS PLANS to build a \$400 million testing and packaging facility near either Bangalore or Chennai, India. Low labor costs and India's fast-growing PC market are two big advantages to building the facility in the country. India is already home to one of Intel's chip-design centers. Intel currently has testing and packaging facilities in Malaysia, China, and several other developing nations.

I Flat Salaries For IT Workers

A SURVEY FROM CONSULTING firm Janco Associates found that the average compensation for overall IT positions rose only 0.2% from January. Compensation for IT executives at large organizations (\$500 million-plus in annual sales) rose 1.6% but fell 0.3% for IT staff. Outsourcing is in part to blame for the decline in staff-level pay. The level salaries indicate that IT workers are losing ground economically in the United States, where inflation rates rose 4.8% in the first four months of this year.

Symantec, Veritas Set Merger Date

THE MERGER BETWEEN Symantec and Veritas is set to close on July 2, pending

the approval of shareholders of both companies on June 24. Shareholder advisory group Glass, Lewis warned Symantec shareholders to vote against the proposed buyout but encouraged Veritas to support the deal. Institutional Shareholders Services, on the other hand, says both companies should vote in favor of the deal, noting that the deal is likely to reward investors in the long term. Symantec and Veritas contend that selling their products together will help companies comply with the new regulations that require archiving of and secure access to data.

Novell's Suit Against Microsoft Advances

A FEDERAL JUDGE THREW OUT four of Novell's six antitrust claims against Microsoft but ruled that the company could move forward with its lawsuit against Microsoft. Novell's two remaining claims accuse Microsoft of unfair competition in regard to the WordPerfect and Quattro Pro applications, which Novell sold to Corel in 1996. In his ruling Judge J. Frederick Motz cited a 1997 email from Microsoft executive Jeff Raikes to investor Warren Buffet, which included the following statement: "If we own the key 'franchises' built on top of

the operating system, we dramatically widen the 'moat' that protects the operating system business."

Intel Foresees Higher-Than-Expected 2Q Revenue

CHIPMAKER INTEL SAYS its second-quarter figures should be higher than expected, with executives estimating that sales will range between \$9.1 billion and \$9.3 billion for the period, up from the estimates of \$8.6 billion to \$9.2 billion Intel predicted as recently as April. Andy Bryant, CFO at Intel, says the largest gains have been from the worldwide demand for notebooks. He also notes that Intel is struggling to keep up with the demand for its chipsets, although inventories for microprocessors are currently adequate.

Firefox Again Boosts Market Share

FIREFOX HAD 8% of the browser market share in May, continuing its trend of gaining between 0.5% and 1% each month, according to NetApplications.com. Internet Explorer's market share fell to 87.23% during the same month. According to NetApplications.com, Firefox's reach has now entered the mass market, beyond just early adopters.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 15 major companies in the technology market.

Company	Symbol	Year Ago	June 8	June 15	% change from previous week
Avaya	AV	N/A	\$8.80	\$8.19	▼ 6.93%
BEA Systems	BEAS	N/A	\$8.28	\$8.20	▼ 0.97%
Computer Associates	CA	\$27.05	\$27	\$27.39	▲ 1.44%
Cisco Systems	CSCO	\$23.42	\$19.41	\$19.32	▼ 0.46%
Dell	DELL	\$34.81	\$40.41	\$40.66	▲ 0.62%
Electronic Data Systems	EDS	\$18.02	\$18.95	\$19.25	▲ 1.58%
Google	GOOG	N/A	\$279.56	\$274.80	▼ 1.70%
HP	HPQ	\$20.92	\$22.43	\$23.88	▲ 6.46%
IBM	IBM	\$90.06	\$74.80	\$76.30	▲ 2.01%
Intel	INTC	\$27.64	\$27.10	\$26.92	▼ 0.66%
McAfee	MFE	N/A	\$27	\$26.72	▼ 1.04%
Microsoft	MSFT	\$28.35	\$25.40	\$25.26	▼ 0.55%
Oracle	ORCL	\$11.14	\$12.67	\$12.62	▼ 0.39%
Red Hat Software	RHAT	N/A	\$11.97	\$12.98	▲ 8.44%
Sun Microsystems	SUNW	\$4.04	\$3.62	\$3.72	▲ 2.76%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions

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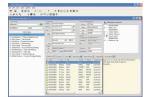


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HP's View Of The SMB

How HP's Stance Toward The Small To Midsized Business Is Changing

by David Garrett

FACT: HP MADE \$24 billion last year from small to midsized businesses. Fact: That accounts for more than a quarter of the firm's gross earnings.

With facts like these, what's the giant in Palo Alto doing for the SMB? And perhaps more importantly, how does it value the smaller firms that make up a big slice of its revenue pie? And how is that view changing?

From The Horse's Mouth

Vince Gayman is HP's world-wide director of SMB programs. With few exceptions in the massive structure that is HP, Gayman works more than any other executive with the small to midsized customers that account for so much of HP's earnings.

"Frankly, we take it very seriously," says Gayman, referring to HP's business with millions of small to midsized businesses. He cites the fact that smaller firms, most notably in central Europe and Asia, are growing at tremendous clips. And while American SMBs may not be moving at the same white-hot rate of their overseas cousins, "They're still growing faster than the overall IT space," says Gayman. That makes them a prime target for HP's strategic thinkers.

In fact, according to Gayman, it's the sheer weight of the small and midsized firm on HP's bottom line that's made it rethink the way it deals with companies with fewer than 1,000 people.

"In the last two years, what's changed is that we've recognized the market opportunity and the difference that's required to better serve those SMB customers. We now look at it as not just a one-time sale to a customer or a simple transaction. It's a relationship that we're building. And to do that we've put an advice-technology-services wrapper in place."

How Smart Is Your Office?

The "wrapper" that Gayman refers to is HP's Smart Office initiative. In a nutshell, it's Palo Alto's plan to offer more than just hardware and software to the SMB. It's a way to offer advice, support, and expert deployment, as well.

"Our goal is not just to be the No. 1 supplier of printing and imaging and desktop services, but to be the right partner—to establish a relationship," says Gayman.

He points to a number of Smart Office solutions as proof that HP is moving past its old "one product-one sale" model to a "service and support" model. Among these is the Smart Desktop Management Service, a bundle that includes remote back-up and data retrieval from offsite storage centers, as well

as patch management and online Active Chat sessions. Using the sessions, SMBs can get advice (preand post-sales alike) on safeguarding their systems.

Swimming The Channel

Moving away from a simple product sale toward building rapport with millions of midsized firms is not without its problems. And those are problems that online chat and other overtures toward a service model can only go so far to solve.

For instance, HP's consulting arm, while always substantial, is focused on the large enterprise. So how does HP fight the phalanx of consultants that IBM and other rivals have thrown at the small enterprise? In a word, it's the channel—HP's impressive matrix of certified service providers and

partners that span the globe. (There are 210,000 channel partners across the world, and more than 25,000 in North America alone.)

"Our channel is really thought of as an extension to our services," says Gayman. "Much of the smart advice that we give to SMBs comes from the channel relationship, and that gives us a deep reach into the midmarket."

What's more, Gayman claims HP's channel is far superior to the consulting arms of other large IT

and the enterprise see some statem that say yes, this we're focused on.
As for HP's ne tions and not m Krammer fin compelli roadb it d

firms, and for a single reason: It's local.

"What we find is that customers want that local relationship. That's really where they're very comfortable. They want the advantage of someone who's local, who they can trust."

And regarding the way that HP's rivals have repurposed their enterprise consultants for the SMB market, Gayman makes a valid point that might irk other IT giants: "We're not trying to take what works for the enterprise and work it down into the SMB space."

Varied Reactions

So what do analysts think of HP's evolving stance towards the SMB? Reaction is mixed but mostly optimistic.

"HP is among the top in SMB strategic products and services.

They're on the short list," says Chris Liebert, senior analyst at The Yankee Group.

Liebert chalks up HP's success to its skill in understanding the problems facing the small to medium-sized enterprise. And she believes that HP will do even better if it can leverage that knowledge into more service and solutions for the SMB.

"There's a huge opportunity for them if they do it well," she says. "I think they're positioned to capture a major portion of that market."

It's a sentiment Mika Krammer, research vice president at Gartner, echoes—but with caution.

To convince Krammer that HP is throwing all its weight into the SMB space, "We need [CEO Mark] Hurd to state publicly that SMB is one of HP's top priorities," she says. "They've clearly had a big push in the consumer market and the enterprise. But we want to see some statements from Hurd that say yes, this is a market that we're focused on."

As for HP's new focus on solutions and not merely products, Krammer finds the approach compelling, despite some roadblocks to getting it done.

"I really do
think they have
a very strong
intention to
become solutions focused,
but what's been
challenging is
that SMB over
the last three years
has had three different

leaders. It's hard to be solutionsfocused when you keep changing hands."

A Changing Approach To Changing Minds

According to Krammer, the best way for HP to convince the street that SMB is its next big play is to put its money where its mouth is. Speaking of the CEO's short-term goals, Krammer notes that "Hurd will be interested in near-term performance, since the Street is. That can lead someone to be very focused on the short term. So we're interested in seeing if Hurd will give some investment dollars to Gilroy [HP's current chief of SMB] and see that pay off. We're looking for Hurd to give Gilroy some leeway and provide some investments in SMB for the long term."

Like many of the largest IT firms, HP suffers from a market perception that it puts most of its time and energy into large enterprise clients—often at the expense of SMBs.

But Gayman makes a sound argument against that notion. "It's much easier to talk about the success you're having with Amazon .com and name brands you can point to. It's harder to talk about the SMB in a collective, to talk about the impact you've made one-on-one with 100,000 small customers."

Of course, what this year will bring in HP's evolving stance toward small and midsized companies is a question for augurs and owners of crystal balls, but there's one thing that Gayman, Liebert, and Krammer all agree on: It's well worth watching.

Extending Smart Office

HP is the world's largest provider to the small to midsized business market, with sales that top any other vendor's in the space. It announced the Smart Office framework for SMBs in 2003 and has worked to expand it ever since. Smart Office is designed to put more than merely products in the hands of smaller-than-enterprise customers: HP wants to sell you localized service and solutions, as well.

Smart Office now includes hundreds of products and solutions from HP and its vast channel of authorized partners, resellers, and support merchants. The products run the gamut from desktop inkjet printers to thin clients and storage servers, such as the HP Storage-Works NAS 500s. The 500s was among the industry's very first entry-level Windows tower designs, now ubiquitous in many SMBs.

Of course, all this brings up the question of where Smart Office is going and whether HP will put its mighty heft behind it in future years. Some of the partnerships HP has announced for the framework point to a resounding yes: HP recently partnered with Microsoft, Avaya, Intuit, and SAP, among others, and all for Smart Office offers. Heavyweight ties such as these indicate that Palo Alto will put substantial force into reaching the small to midsized market for quite some time.

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HP: New Faces, New Places?

Continued from Page 1

"After facing a security breach, IT threat, or disaster, the survival of a small business often depends on how quickly it can recover," says Kevin Gilroy, senior vice president and general manager of HP's SMB segment, in a release. "In today's increasingly datacentric environment, IT preparedness is a major component to getting back to business. SMBs must

confront this reality and focus their attention on this critical issue."

The Smart Desktop Management Service covers a wealth of bases, including data backup and restore, Symantec virus protection, automatic Microsoft operating system updates, and real-time support. HP is offering the services at an introductory price of less than \$20 per seat, with no minimum seat requirements or setup fees.

Hurd On The Street

What's the word on the street about new HP CEO Mark Hurd? Let's take a look.

"HP needs someone that can come in, understand the structural issues in HP that need to be addressed, understand the politics of a large company, and can rebuild both the customer and employee loyalty that is required of the company. They also need someone that can step aside when, and if, VJ (Vyomesh Joshi) is ready to move into that role. Mark Hurd fits this description like a fine suit of clothing."

-Rob Enderle, principal analyst, Enderle Group

"Because HP is a heck of a lot bigger than NCR, it's going to make it more of a challenge. But I think Mark Hurd has gone through a lot of the same thought processes already . . . he needs to get everyone focused on the basic blocking and tackling and just working with what they have."

-Rod Bare, equity analyst, Morningstar

"As we got to know Mark, we were impressed by his emphasis on developing internal talent while reaching outside for new skills, his understanding of the role of culture in a company's success, and his personal integrity. Additionally, his straightforward style has won the respect of employees, customers, and investors."

-Patricia Dunn, HP's nonexecutive chairman, in a statement

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Other highlights of the Business Protection portfolio include the new HP StorageWorks Ultrium 448 tape drive, HP Open-View Storage Mirroring Software, and the newly updated HP Pro-Liant DL380 Packaged Cluster. The tape drive starts at \$2,199, is compatible with entry-level and midrange HP ProLiant servers, and provides 400GB of compressed capacity per cartridge and a data rate of 173GB per hour.

Sharp Servers

Since March, when it launched the Blades for Business initiative as part of its new Smart Office program, HP has been aggressively marketing its blade technology for SMBs. Claiming that blades are now easier than ever for SMBs to own and use, HP is hoping that smaller companies will make the move and enjoy the same benefits that larger companies do with blades, such as more efficient, flexible operation and increased ability to control costs.

The company's new Blade-System solutions include a \$1,199 1U power enclosure with up to six hot-plug power supplies and a \$3,099 entry-level bundle that includes one HP ProLiant server blade, an HP BladeSystem enclosure, a 1U power enclosure with two power supplies, and management software.

On the software side, HP is offering the BladeSystem Management Suite, which gives SME customers the software tools to deploy, optimize, and secure their BladeSystem. The company even plans to take its blade technology

on the road, demonstrating its servers to SMBs in more than 40 North American cities.

For SMBs HP's blade strategy should come as good news because current blade offerings elsewhere in the market still heavily target larger enterprises, although IBM has also been pushing blades for SMBs, and HP already has an impressive blade track record in the SMB arena. But with these latest initiatives, it's clear that HP is committed to making smaller enterprises aware that blades can work for them, if they have the right tools and support.

SMEs, Meet Cupid

HP is even busy playing matchmaker for SMBs. Acknowledging that not only a huge chunk of its revenue comes from SMBs but that it also spends billions on their products and services, HP joined with the U.S. Small Business Administration to create Business Matchmaking, a program that matches small companies with federal, state, and local government agencies and large corporations interested in products and services offered by the small companies.

The program uses regional face-to-face events to provide education, counseling, and matchmaking for SMBs, and registration and attendance to the events are free for small business. Business Matchmaking is in its third year, but a new online pilot program currently in testing in five communities around the nation aims to offer similar services entirely on the Web.

Despite the changes at the top, HP's SMB wheels remain perpetually in motion. This year has already witnessed a consistent barrage of new products, services, and initiatives aimed at SMBs, and we expect that trend to continue as HP tightens its belt and focuses on heavily growing areas such as the SMB market.

Earnings Update



HP Q2 Revenue



HP Earnings Over Six Months Ending April 30



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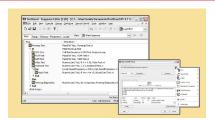
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Consider An Emergency Generator

Continued from Page 1

needs 20KW to 40KW to stay up. The cost, installed with proper electronics for testing as well as for emergencies, with noise and air pollution controls, is typically \$35,000 to \$40,000, vendors say—after warning that installation costs can vary enormously.

Vendors say that units up to 20KW, on a concrete ground-level pad, are standard enough in many circumstances to be "ordered on the phone," in Hunt's words. But anything larger will require some specialized expertise and more careful configuration. Local electrical and HVAC contractors can point data center personnel in the right direction.

It is little wonder that data center management worries about the cost. But over time, the price doesn't seem as high. "That's about the same as an extra 45 minutes to an hour's worth of batteries," says Hunt, "amortized over about 10 years." As the kilowatt requirements rise, the generator option gets cheaper by comparison. But site problems, especially lack of space outside the building to pour a concrete pad for the generator and noise-attenuating enclosure, can inflate the cost quickly.

Processor.com

Michael Dauffenbach, industrial sales region manager for Katolight, says the generator itself might be only a third or half the total cost. "A 15KW gas [typically propane] unit's list price is about \$10,000," he says, "and diesel is about the same."

As capacity increases, diesel prices rise more slowly than gas. At 250KW, diesels cost about \$45,000 and gas \$90,000, again, for the generator alone. APC doesn't see propane or natural gas as practical above 150KW. About a quarter of the units APC sells run on gas, with the rest on diesel fuel.

Makers of fuel cells, which would replace generators, are just beginning to test the marketplace, as well. Fuel cell installations promise to be simpler, as there are no noise or pollution issues and units are fairly compact. But costs are unclear.

Data center personnel also worry about maintaining and testing. "Very few companies want to schedule a test once a month or once a week. I don't think they exist. I never heard of one," says McHugh. For the average small to medium-sized enterprise, weekly tests are probably unnecessary. However, larger companies may need to test more often.

"In a hospital or nursing home, the JCHA [Joint Commission on Hospital Accreditation] recommends testing emergency generators once a week. They have to test under load and keep maintenance logs. How important is your data?" says Dauffenbach.

The best test is to use "building mode." You simply simulate a power outage by cutting off power from outside. "Data centers don't like to do that," says Dauffenbach.

A compromise: Use a transition transfer switch. To test, or if you think an outage is coming, turn the generator on first, synchronize the generator's output with the utility's power, and then open the switch to cut off the utility supply.

A more common approach is simply to turn on the generator once a week or once a month, while the utility continues to provide power to the data center. Testing the generator that way, without connecting to an external load (the equipment in the data center itself), puts extra strain on it. Generator vendors recommend simulating the load by installing a "dummy" load bank. The power can be dissipated with resistive wire ("Think of it as a giant toaster," says Dauffenbach) or with inductive or capacitative loads. A 10KW load bank can cost \$4,000 or more, depending on its type and its adjustability.

APC offers an annual service itself or through business partners worldwide. Under the service plan, you can contract to have a test under load done periodically. The APC technicians arrive with their own load bank. "We also recommend testing under real load. Maybe quarterly, on a Sunday, shut down all noncritical processing tasks, check the UPS batteries, and pull the plug," says Hunt.

The emergency generator business is dominated by local firms, working with local design consultants and electrical contractors. Among those suppliers who distribute nationally in addition to APC are Detroit Diesel, John Deere, and Caterpiller. You'll

Figures At A Glance

June 24, 2005

APC has studied the problem of outages with the aid of its customers. The company has more than 8 million UPS systems installed. Its data suggests:

- · The average number of outages sufficient to cause IT system malfunction per year at a typical American site is approximately 15
- · 10% of the outages last longer than five minutes
- 1% last longer than one hour
- · Total cumulative outage duration is approximately 100 minutes per year

be referred to a dealer-distributor such as Bowers Power, Covington Detroit Diesel-Allison, and GoPower.com.

Figuring The Size

Estimating the generator size you might need involves more than adding up the data center's computer demand. Should you include power for air conditioning? "If you plan being on the generator for no more than 20 or 30 minutes, you may not need air conditioning," says McHugh. "But after 30 minutes, our preference is that at least a portion is put onto the generator. A handful of lights is enough."

If you include air conditioning, you will have to add extra generating capacity to allow for transient loads. Air conditioners, fans, and similar equipment start under load and draw far more than their rated power needs for a few seconds.

How to sell it to the boss? "It comes down to dollars for everybody," says McHugh. "What does this cost your company if you have a two-hour outage and you have a halfhour battery? Is this cost in the hundreds of thousands? Millions?"

Costs For A 20KW Generator

Generator

Basics (concrete ground-level pad, transfer switch, noiseattenuating enclosure, pollution controls, fuel supply, wiring)

Design fees

Extras (roof mounting, remote placement with extra wiring run, load bank, etc.)

\$12,000 to \$15,000

\$15,000 to \$20,000

\$5,000

\$5,000 to \$50,000

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HP's SMB Products

Wooing The SMB Customer, From Servers To Storage

by Elizabeth Millard

"WE LOVE OUR SME customers," gushes James Lomonaco, HP's worldwide small to midsized enterprise marketing manager. "We're constantly working on how to give them more products, advice, and services. Meeting their needs is a major area of focus for us."

Although many companies make similar pronouncements, sounding a bit like movie stars jumping around on talk-show couches to declare their affections, HP has been working to make sure its products match its statements. The company has come out with a number of new offerings and services in the past year geared specifically toward SMBs. Here's a sampling.

Storage

HP has been driving its Storage-Works program up to SMB doors for some time, as one of the components used to propel the company's Smart Office initiative. The program brings together advice, technology, and services so SMBs can buy products and then tap into training and support.

Now the company is doing the same for the company's Blade-System products, with a particular emphasis on how blades can boost storage savvy within an SMB. Launched in March 2005, its Blades for Business program helps IT managers at SMBs learn how blades can help them put



The ProLiant DL140 G2 server is an affordable, 1U, dual-processor-capable server equipped with essential performance features ideal for small to midsized enterprises.

storage together with other tasks, such as server management and networking.

"This particular program is something that's sparked interest with our more IT-savvy SMB customers," says Lomonaco. "It lets them be able to manage their environment more efficiently." In addition to training and Blade-System products, the program also educates users in how to control costs and grow their computing environments.

Beyond the blade initiative, HP is touting its tape drives for SMBs that allow IT managers to do disaster recovery with a single button. Lomonaco notes that this level of simplicity is something that the company strives to put in many of its storage products because SMBs have limited resources and therefore less time for complexity.

Servers

HP has a range of servers, but SMBs tend to gravitate toward the company's affordable ProLiant 100 series, which has features designed just for SMBs, according to John Gromala, manager of HP's worldwide server team.



The HP Compaq dc7600 Desktop is a reliable business PC that provides SME customers investment protection with enhanced security, stability, and manageability features.

He notes that a recent refresh was done on one of the most popular servers in the line, the DL140, a dual-processor-capable server. The second generation of the server, G2, has a number of improvements over its predecessor. The server has eight DIMM slots, for a maximum memory load of 16GB of PC2-3200 DDR memory. One notable update was in storage; the server now supports both nonhotplug SATA and SCSI hard drives.

Although he singles out the DL140 as a reliable, capable server for SMBs that has just been refreshed, Gromala emphasizes



"Within the past six months, there's been a huge number of updates and improvements to just about every server, even those that are a few years old," he says.

PCs

For SMBs looking for new desktop machines, Kirk Godkin, HP's product manager for business desktops, recommends a couple of choices. The first is the HP Compaq dc7600 Business Desktop series, which has enhanced manageability tools for the transition from older PCs, as well as a suite of security features, such as hardware-based encryption for better data protection.

Where the 7600 may excel most, though, is in its dual-core processors. Godkin says that the



Mainstream features and flexibility are delivered in the HP dx5150 Business Desktop, offering the performance needed for a wide range of business needs and the latest AMD 64-bit technology.

be attractive to SMBs that know they'll have to scale within a few years and want to keep from doing more purchasing in the near future.

"Many SMBs are contemplating buying dual core today because they'll be able to take care of any single thread needs that they have now and still be able to do dual core in the future," says Godkin, adding that the 7600 is "Longhorn ready," for when Microsoft releases its next major operating system in 2006.

Another recently introduced choice for SMBs is the HP dx5150, specifically developed for smaller enterprises. The machine has support for 64-bit computing with AMD Athlon64 and Sempron processors, dualmonitor support, and a very gentle price tag: Units start at \$470.

Notebooks

In addition to adding desktops to their organizations, SMBs are becoming keener on mobile computing, as well, says Matt Mazzantini, HP's manager of business notebook marketing.

Although HP updates its mobile line frequently, it tends to refresh its SMB-focused line (denoted with the prefix "nx" before the model number) a bit more regularly, Mazzantini notes. He adds that a good choice for SMBs that are notebook

shopping is the nx6110, starting at about \$800.

The notebook, which is the most popular choice for HP's SMB customers, has been recently revamped to improve performance and security. It has an Intel Pentium M or Intel Celeron M processor with a 15-inch display.

One benefit to using more than one type of HP mobile device is that all peripherals can be matched with all other products in the mobile lineup. So if a company



The HP Compaq nx6110 Notebook PC combines mobility, affordability, and connectivity, offering a smart mobile office notebook with the right balance of key features so users can achieve maximum productivity without compromising their budget.

has an executive with an HP Tablet PC and another with an nx6110, both can share docking systems or travel batteries.

"SMBs constitute the largest share of HP's business notebook market," says Mazzantini. "That's why we have a tremendous focus on doing enhancements based on their needs specifically."

Software

HP is continually updating its services, but one especially notable change is in the company's Client Manager product, an application that allows IT departments to do asset management.

In the past, Client Manager has only been able to track the inventory of HP products and a few other vendors, but Godkin notes that the new version released this month, Client Manager 6.1, will allow for asset tracking of all equipment, no matter the vendor.

Because the application is free, this could be a major boon for SMBs that need to do asset management but have a heterogeneous computing environment. "We sell additional modules that add on to the application, but Client Manager alone is a powerful tool for SMBs," says Godkin. "And you can't beat the price."

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HP's Battle For Share Among SMBs

While Not HP's Biggest Competitors, Smaller Firms Can Pack A Lot Of Punch

by Bruce Gain

• •

HP's DIFFERENT BUSINESS groups face tremendous competitive pressures against some of the world's largest IT OEMs and service providers, while the company's battle to maintain share against smaller firms often gets overlooked. Most analysts focus on how HP fares vis-à-vis its fellow heavy-hitters, which still represent the company's largest competitors on a revenue basis.

Enter The Small Guy

However, IT admins in small to medium-sized businesses know that certain solutions do not always come neatly wrapped in packages that the large corporate players, such as the HPs, offer. While certainly not on the lips of most analysts, there are many instances when a smaller firm can offer a missing link to a network or data center that HP might not be able to offer

"HP's top competitors are clear: Dell, IBM, and Sun represent the multibillion dollar hardware and services companies against which HP's services and [systems] are broad-blanket HP storage solution often geared for large-tier customers might be short on functionality and features, says Ganapathy Krishnan, president and CEO of storage solution provider Zetta Systems.

"HP's storage products have not kept up in terms of what people want [in many cases], such as the ability to recover completely from a disaster or integrated remote replication capabilities," Krishnan says.

HP's storage options might also represent very pricey items for many IT admins who see their spending budgets being cut. "Given decreasing budgets, people are also looking for much more cost-effective solutions," Krishnan says. "So when you take the different offerings that HP has, for example, even the lowend offerings are pretty expensive. So when looking for specific features and a great price point, that is where our opportunity comes in."

Zetta, for example, recently introduced ZettaServer IR, which



nStor's StorView Local Manager makes it possible to configure RAID systems and monitor their performances with a GUI.

SCSI and IDE storage specialist ACARD Technology offers the AEC-6898 and ARS-4800 internal SATA RAID kits that the company designed for storage needs of SMBs. The SATA RAID kit also offers temperature, fan, and hard drive monitoring.

iLumin Software Services, an email management solutions provider, offers OneCopy, which is geared for an SMB's email storage and archiving. According to the company, the program can delete duplicate email files and lets users send, receive, and access email files without taking up server space by duplicating files.

Exclusive Security Solutions

Security, needless to say, represents a major concern among IT admins and has a prominent place in HP's services portfolio. However, many specific security applications are lacking in HP's, as well as other large service providers', portfolios, says Kris Zupan, CEO of e-DMZ, which offers eGuardPost and PAR (Password Auto Repository), address-specific key-logging and password depository problems that Zupan says you probably will never find from a large solutions provider.

"When I worked as a [network manager], these are things that I looked for that I couldn't find and ended up creating in-house," Zupan says. "We found out that other [businesses] were doing the same thing in-house, which is why we ended up creating a customized solution—because the HPs and others didn't have an offering for it."

e-DMZ's eGuardPost software, for example, allows you to register all key strokes and activity between different systems and a remote server. The software then allows you to review the key strokes and see the effects on the system, which eliminates the need to visualize and imagine the commands. e-DMZ Security's PAR offers individual accountability and an audit trail for shared administrative IDs.

Niche player AirDefense offers specialty solutions that enable IT admins to both detect and monitor the security of their wireless networks. The company recently launched a Bluetooth-monitoring solution called Bluewatch for PDAs, which helps detect insecure Bluetooth devices. Bluetooth-connected devices and their links to networks, faxes, and audio gateways are communicated. The company offers similar monitoring solutions for 802.11 connections.

StillSecure recently launched Safe Access, which is a utility that ensures endpoint devices are secure and adhere to your specified security policies. Endpoint devices are automatically checked without the use of a client or agent, the company says.

Caymas' recently introduced Web Relay, for example, offers access to Web-based interface resources for SSL VPNs that do not require URL rewriting for clientless access.

The White Box Vendors

HP's competition in the hardware sector, largely represented by HP's PC, server, and printer businesses, is mostly represented by the large OEMs that have a worldwide supply chain, infrastructures, and production volumes to scale that are often required to make money in these very tight-margin businesses.

But while more common in Europe, so-called white box vendors, which are often resellers as well, can offer PCs and server solutions built to order without the standard configurations and software bundles that HP might offer.

HP Customer/Competitor Overlap

As IT admins know, HP is present in many facets of a data center's or network's infrastructure. With its servers, workstations, printers, security solution, and storage apps, most admins, of course, are well acquainted with HP, which Nathan Brookwood, an analyst for Insight64, says has the ability to "smother a customer."

"HP can give its customers everything from soup to nuts," Brookwood says. "If a customer is not interested in that broad range but only in a specific, narrow part of HP's product line, then, clearly, a more focused competitor can come in."

At the same time, small firms are more often than not HP



measured," says James Governor, an analyst for Redmonk. "However, often overlooked are the smaller and often more nicheand service-oriented smaller firms that compete against HP, as well as the other heavy-hitters in one or all of HP's business areas. These smaller firms can also go a long way to offer technologies and services missing in HP's portfolio."

So how do smaller firms get their foot in the door against HP? "Maybe you know a particular market better or have a better relationship with a customer, or you might have a better track record serving certain smaller businesses. HP services have still been aimed at the slightly higher end, and [smaller firms] have had every opportunity to compete with them," Governor says. "It is about local geographic knowledge, deep vertical industry knowledge, and application experience."

Storage Solutions As You Need Them

The many storage applications that can be tailor made for a given SMB's needs and network configuration represent an area of opportunity for smaller firms. A

the company says offers real-time data protection and instant recovery backup software for Windows and Unix systems. The software can recover different storage infrastructures, such as iSCSI or Fibre Channel, in minutes. System snapshots can be quickly accessed by SQL and Oracle database servers, Exchange servers, and most enterprise applications, the company says. With zSnap, Zetta says that if an outage or data corruption occurs, administrators can roll back to the most recent zSnap prior to the problem and then restore data from the Zetta Server appliance without having to engage the array.

Indeed, smaller players can often offer that niche storage application that you can't find in HP's portfolio or anywhere else. Kanguru Solutions, for example, offers a portable storage device with up to 20GB of capacity that easily fits in your hand.

For storage management applications, nStor offers StorView, which enables IT admins to monitor storage systems with an HTML-based GUI. The information can be accessed with a Web browser without having to first install client applications, the company says. Additionally,

e-DM// security

For security services, DynTek will send in its team of experts to analyze and then help your IT managers to take control of your enterprise's security needs. With the company's Virtual CxO package, for example, a Virtual CxO team will work directly with an enterprise to implement a security program that is tailored around a specific budget.

Security solutions provider Caymas says its software can offer identity-driven access gateways that it says can support hundreds to thousands of internal and remote users, devices, and resources on a single platform. customers as well as competitors. It is also a very good idea for a small middleware software developer to ensure that applications run on HP servers or workstations, and in some cases, a vendor might bundle HP products with tailormade offerings.

"So while HP is at the top of the tree, a lot of times small vendors might also want to cooperate with and compete against HP," Governor says. "It is not a direct competition; it is more: I'm working with them in one part of my business and then trying to compete in another."

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The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.



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Email Utility

Virtual Booth 4194 • Virtual Product 2228

Automatically Manage Mailboxes, PST Files and Public Folders

Mail Attender® Enterprise centrally manages content within PST files (network accessible and local), public folders and Exchange mailboxes to save your company time and expense.

Archive documents and attachments to a secure location. perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enter-

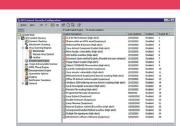
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Email Utility

Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: \$3,750; 100 users: \$950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!



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Email Utility

Virtual Booth 4234 • Virtual Product 2350

\$395 for 10 users



Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers antispam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.



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Email Utility

Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible

- email management solution. Policies combine antispam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses



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Instant Messaging Virtual Booth 4166 • Virtual Product 2153

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communica-

- •Instant Message (IM)
- Numberless Dialing (Paging)
- Voice recording

tions including:

Conferencing

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Intercom

- Push to talk

June 24, 2005

 Dynamic conferencing The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



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Mobile CRM

Virtual Booth 4068 • Virtual Product 2027

Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with Voice Automation for Microsoft Exchange. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.



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Mobile CRM

Virtual Booth 3958 • Virtual Product 1873



Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they



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Mobile Email

Virtual Booth 3958 • Virtual Product 1872



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.



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Mobile System Management

Virtual Booth 3955 • Virtual Product 1863



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Server States Queues Logged On Users

Mailboxes Public Folders Computer Tools

Infrastructure Command and Control (IC2) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC2's unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.



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Operating System

Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the iSeries, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On iSeries, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.



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Access Control

Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are upto-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Access Control

Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Mobility Identity Enforcement

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.



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Union City, PA 16438 Fax: (814) 438-8203 EMAIL: sales@synctomi.com

Access Control

Virtual Booth 3968 • Virtual Product 1884

User ID Management Solution

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

- Clear and measurable benefits for your company's IT department, HR managers, business managers, employees, business partners, and customers.
- · Best-in-class account provisioning features for maximum security, efficiency, productivity, cost-savings, and ROI.
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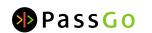
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Access Control

Virtual Booth 4092 • Virtual Product 2054

Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started. SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords. PassGo also has a free version of SSO Plus available for non-commercial use -- www.ssoplus.com



651 Holiday Drive, Suite 300 Pittsburgh, PA 15220 Phone: (888) 652-3983 WEB: www.passgo.com EMAIL: sales@passgo.com

₽roduct 🔼 Releases

DATA COMMUNICATIONS

■ Aculab introduced Prosody X, a mediaprocessing resources platform for IP-based networks. Prosody X, built around an IP core, supports TDM connectivity and is scalable. It also includes speech-processing capabilities, as well as fax and data features. Prosody X includes media-processing tools and is ideal for creating VoIP applications, including both basic IVRs (interactive voice responses) and more complex blended contact centers.

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- Agilent Technologies introduced its Distributed Network Analyzer PRO, a network troubleshooting platform, which extends the capabilities of the network analyzer solutions from Agilent by providing local and distributed test capabilities for the installation, maintenance, and troubleshooting of next-generation networks. The product incorporates dispatched onsite testing, unattended remote testing, Web browser access, and more.
- Juniper Networks announced the E320 Broadband Services Router and enhancements to the E-series line of products. According to Juniper Networks, the E320 is the highest-capacity broadband router that

can support voice, data, and multimedia components. The E320 Broadband Services Router was designed for applications such as IPTV, VoD, and IP telephony. The router is scalable from 100Gbps to 320Gbps and supports as many as 128,000 subscribers. Juniper Networks also announced an HDE line module with eight ports of GbE per slot and 96-ports-perchassis Ethernet density.

- Packeteer released additional software licenses for its high-end PacketShaper 10000, which, by purchasing license upgrades as needed, will let customers scale to 1Gbps throughput within a single platform at a lower entry point. As it scales to 1Gbps, the PacketShaper 10000 maintains full Layer 7 intelligence and network visibility with centralized management, full reporting, and rate shaping. The PacketShaper 10000 can forward traffic at gigabit rates while coordinating QoS for thousands of classes of traffic and compressing traffic to hundreds of sites. The new 10000 software licenses include 45Mbps, 100Mbps, and 200Mbps.
- The SmartNode Model 4900 Series IpChannel-Bank Multiport FXS Gateway Router from Patton Electonics offers 12 or 32 concurrent FXS calls for packetized voice

and fax. With 12, 16, 24, or 32 FXS ports for connecting analog communication equipment, PBX, or key-system equipment to VoIP services, the SmartNode Model 4900 Series helps users avoid expensive upgrades. The router also has dual 10/100Base-Tx Ethernet LAN ports; one port connects to a LAN, while the other port connects to a network-access modem or provides a dedicated connection to a separate network appliance.

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■ SMC Networks launched the 1U, rackmountable TigerStack 1000 SMC8748ML3 and SMC8724ML3 Gigabit Ethernet switches. The SMC8748ML3 switch has 48 fixed Gigabit ports, while the SMC8724ML3 features 24 10/100/1000 ports. Users can upgrade four ports on each switch with mini GBIC (gigabit interface converter) expansion slots for fiber connections. Both stackable offerings include advanced Layer 2, 3, and 4 switching features.

GRAPHICS & VIDEO

■ Dell's 3400MP digital projector costs just \$1,399 and weighs in at 2.4 pounds. The projector includes three adjustable feet for added stability on uneven surfaces, and the 3400MP's automatic vertical keystone correction technology provides perfectly rectangular displays, even when the projector isn't positioned directly in front of the screen. The projector includes a 156W lamp with a 3,000-hour life span (4,000 hours in Eco-Mode). The 3400MP also includes an integrated speaker and zoom lens.

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■ Samsung announced four new LCDmonitor display solutions: the 46-inch SyncMaster 460pn, 40-inch SyncMaster 400pn, 46-inch SyncMaster 460p, and 40inch SyncMaster 400p. The SyncMaster 460pn and SyncMaster 400pn models include MagicNet technology, which lets users send content to any MagicNet display on a network from a server, eliminating the need for a remote PC. All of the new LCDs have Samsung's MagicSpeed technology, which provides improved response times of eight milliseconds.

■ Two new networked displays from **Sony** allow you to stream content to remote displays on a network. The BKM-FW50 is a network card that slides into a slot in Sony's FWD-42PV1 display. With the card installed, companies can stream video to displays mounted in remote positions. The EBS-N200D is a network media player designed to work with Sony's PlasmaPro and LCD displays. The EBS-N200D is capable

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Virus & Network Protection On The Go

Symantec Introduces Security Solution For Symbian-Based Mobile Devices

by Joseph Pasquini

. . . As any network administrator understands, antivirus and firewall software is an absolute must on every laptop used within an organization. This philosophy is in the process of transitioning to the mobile device arena. While the use of smartphone technology has risen amongst corporate users, so too have the risks associated with this developing form of mobile computing. To address the pervasive security threats posed to a respectable segment of smartphone users, Symantec has introduced Mobile Security 4.0 for Symbian.

Symantec Mobile Security 4.0 for Symbian, which is specifically designed for Symbian OS-based Series 60 and Series 80 smartphones, features integrated antivirus and firewall capabilities. A real-time automatic virus scan engine protects information that is stored on the smartphone, and scanning can be launched manually, as well. Similar to Symantec's other security product offerings, Mobile Security also features automated virus definition updates via its use of the company's ubiquitous LiveUpdate technology.

Mobile Security also defends against network intrusions. A firewall intercepts both incoming and outgoing connection attempts and blocks or permits them based upon a list of rules. "Firewall offers another layer of protection against malicious code and hackers by closing IP ports that are not used, and hence, reduces the venues for viruses, Trojans, and worms to enter the devices and the network," says Matt Ekram, Symantec's mobile security product manager.

In an enterprise surrounding, Mobile Security 4.0 provides management control to administrators and end users. Client settings can be configured by an administrator and wirelessly deployed in a configuration file to the smartphone using third-party mobile device management sys-

tems. Administrators can locally or remotely configure, lock, and enforce security policies for devices, as well as send SMS messages to the devices to trigger client applications to perform remote antivirus scans and updates. "The Symantec security client for Nokia devices will provide additional peace of mind to enterprises looking to protect themselves against malicious activity and increase productivity through extended mobility," says Marko Merenheimo, manager of alliance development for Nokia.

Series 60 devices currently supported include the Nokia 9300 and 9500; Series 80 devices include the Panasonic x700 and x800, as well as Nokia models 6260, 6600, 6620, 6630, 6670, and 7610.

Several vendors have now begun to offer security solutions for Symbian-based devices. F-Secure's Mobile Anti-Virus is available with a subscription term of six months. TrendMicro's Mobile Security v1.x supports both Symbian and Microsoft smartphones and is available until the end of June as a free download. In addition, Kaspersky's Anti-Virus for Symbian OS is currently in beta testing. Unlike the others, however, Symantec's Mobile Security is the only security product for Symbian OS mobile devices to currently provide integrated antivirus and firewall technologies in one solution.

SNAPSHOT

Symantec Mobile Security 4.0 for Symbian

\$44.95 for a two-year downloadable service; enterprise licensing is also available

Integrated antivirus and firewall solution for select Series 60 and Series 80 smartphones

www.symantec.com

Access Control

Virtual Booth 4115 • Virtual Product 2088

RoboForm 6.0

Imagine an online world where you no longer have to remember various usernames & passwords for the dozens of sites that you visit. The new RoboForm 6.0 password management & form filling tool memorizes online passwords, automatically logs users onto Web sites, generates random secure passwords and fills out long registration forms with one click. This latest version allows users to take their "identity" - password details wherever they travel on a USB key, along with a PDA version.



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Access Control

Virtual Booth 3944 • Virtual Product 1838

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Access Control

Virtual Booth 3866 • Virtual Product 1702



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Continued from Page 13 of streaming and decoding MPEG-1, 2, and 4 files in real-time at speeds of up to 10Mbps, and it features 2GB of integrated storage. The EBS-N200D will be available for \$950, while the BKM-FW50 will be available for \$700. Sony also announced the release of five new projectors to its peripheral family: the VPL-CX20A, VPL-CS20A, VPL-CX76, VPL-CX86, and VPL-PX41. The VPL-CX20A and VPL-CS20A are portable projectors, and each has a 2,000 ANSI-lumen brightness. The VPL-CX20A offers full XGA resolution, while the VPL-CS20A has SVGA resolution. The VPL-CX76 and VPL-86 projectors have 802.11 b/g wireless networking capability. The VPL-CX76 features a 2,500 ANSI-lumen brightness and Sony's menu of Advanced Intelligent Auto Set-up functions. The VPL-CX86 features the same Auto setup functions but has a brightness of 3,000 ANSI-lumens. The VPL-PX41 has a

NOTEBOOKS

brightness of 3,500 ANSI-lumens and comes

with XGA resolution and a variety of instal-

lation choices. Sony also released two new

IP-based videoconferencing systems: the

PCS-TL30 for desktop use and the PCS-G50

for permanent installations. The PCS-TL30

features a 17-inch WXGA LCD monitor and

speaker, and the PCS-G50 has multiple out-

put options.

■ Gateway's new M250 notebook features a 14-inch widescreen display with a WXGA resolution that's perfect for watching movies, surfing the Web, or working with multiple documents in a side-by-side format. The notebook measures just 1.1 inches high and has a starting weight of just 4.8 pounds; its widescreen design gives users the width to accommodate a full-sized keyboard. The system uses Intel's latest 910 and 915 series of chipsets, and Intel's Centrino technology allows for four hours of battery life from the standard battery pack or seven hours from its high-capacity battery. The M250S ships with an Intel Celeron M 360 processor; pricing starts at \$849.99.

POWER DISTRIBUTION SYSTEMS

■ In an effort to address high-power densities and cooling in IT environments, APC released a series of products to complement its InfraStruXure architecture. The Rack Side Air Distribution unit uses a 2U rackmountable design and delivers cooling to network equipment or servers that need side-to-side airflow. APC's Rackmount PDUs are available in basic, metered, and switched models and provide power distribution to the rack.

SECURITY

■ AppRiver updated its spam detection platform before releasing AppRiver SecureTide, which counts the spam detection platform among its components. The platform has more than 60 filtering techniques. Secure-Tide includes Web-based tools that let users monitor email policies. The tools can track

keywords or message headers and can automatically enforce email policies based on that information. The software doesn't require any extra hardware and can block file attachments based on user-specified extensions. SecureTide also protects against DoS attacks. Current AppRiver customers can take advantage of SecureTide free.

. ■ Authentica announced a new version of Authentica Secure Mail, as well as updates to the ARM (Active Rights Management) platform. Authentica Secure Mail Version 4.0 offers security for email messages and attachments from point-to-point secure delivery to after-delivery control. Enhancements to the ARM platform include extended direct support for all email-content-filtering engines, secure delivery of email and documents via Web link, and point-to-point communications between business partners.

■ Cisco Systems released different security productions specifically tailored to businesses of varying sizes. Enterprise and medium-sized businesses can utilize new features in Cisco Unity system 4.05, while smaller businesses can combine Cisco Unity Express 2.1 with Cisco 2800 or 3800 Integrated Service Routers. Cisco Unity 4.05 users now have a private messaging option (the system automatically encrypts voice media and signaling at no extra charge) for secure communication. For smaller businesses, Cisco Unity Express 2.1 boasts system broadcasting messaging and VPIM (Voice Protocol for Internet Mail). Customers using Cisco Unity at their main office and Cisco Unity Express at branch offices can combine the two systems and seamlessly exchange messages between voicemail systems.

■ Digital Technologies and Tumbleweed Communications have joined to announce the Tumbleweed MailGate AntiSpam and MailGate Edge Appliances. Designed for small to large businesses, the Linuxbased MailGate AntiSpam Appliance removes spam and viruses from email. The MailGate Edge is a secure email relay device that prevents directory harvest and DoS attacks. The devices can be purchased

separately or used in conjunction.

■ Eastman Kodak and BlueTie announced the availability of an integrated secure email service. It is designed especially for small health care providers. The service combines Kodak's Secure Email Service with BlueTie's email messaging and collaboration software. The result is a HIPAA-compliant email solution that is fully integrated and hosted. This new email service will include a Web client, virus protection, and more. The BlueTie and Kodak service lets users email real-time, encrypted messages securely to their physicians.

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Planning Ahead Is Key To Disaster Recovery

Asigra Televaulting For Enterprises Offers Full Backup Options

by Paul Ferrill

ONE OF THE MANY LESSONS from the Sept. 11, 2001, tragedy was the importance of having a disaster recovery plan in place before the disaster occurs. Total loss of data in today's information economy would mean financial ruin for many companies. Protecting that data properly requires some type of offsite storage as a contingency for some unforeseen disaster.

Asigra Televaulting for Enterprises targets companies with the need to provide backup and disaster recovery for geographically dispersed work centers. To do that a single DS-Client is required per remote site to handle all the backup chores for any system on the network. This software will run on an existing machine or on a dedicated machine in either a Windows or Linux environment.

The DS-Client gathers the backup data, compresses it, encrypts

it, and then sends it on to the DS-System located at a remote site. DS-System runs on Windows, Solaris, or Linux and utilizes either direct attached disk, NAS, or SAN storage.

One of the key features of the Asigra product is that it requires no agent software on a system to accomplish its task. In order to do this, the DS-Client software must have administrator rights on all systems on the LAN to be backed up.

The U.S. AFCEE (Air Force Center for Environmental Excellence) has operating locations in San Antonio, San Francisco, and Boston. One of the primary features it needed was the ability to do a "bare metal restore" from an offsite location. "We looked at a few solutions, and the Asigra product was the one we picked," says Ralph Miles, network administrator for AFCEE.

BluPointe Disaster Recovery Solutions is an Asigra reseller. It frequently calls on customers that use what Ron Roberts of BluPointe calls a "status quo" approach. "Many of the companies we call on use some type of tape backup solution and then store the tapes offsite. They don't take into account the possibility of tape loss,

theft, or the time required to recover using a backup tape stored offsite. The Asigra Televaulting product is truly a set it and forget it solution," says Roberts.

Asigra Televaulting's agentless architecture is unique among recovery vendors. WANSynchHA from XOsoft offers similar capabilities but requires agent software on each system. NovaNET from Novastor has a disaster recovery module, but it doesn't work over the wire. Veritas' NetBackup with Vault Extension supports offsite tape management and real-time replication with the Volume Replicator product.

SNAPSHOT

Asigra Televaulting for Enterprises

\$11,500 entry level for 1 DS-System license and 1TB of storage

Provides a complete backup and disaster recovery solution for servers and desktops

www.asigra.com

Antispyware

Virtual Booth 4213 • Virtual Product 2270



The spyware threat is escalating in the corporate environment. Webroot Spy Sweeper Enterprise is an award-winning, comprehensive spyware solution for corporations that actively protects against all types of spyware, adware, Trojan horses, system monitors and other potentially unwanted programs. Please visit our Web page for additional information about our Internet privacy products.

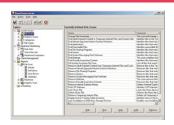


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Antispyware Virtual Booth 3782 • Virtual Product 2343

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Content Filter

Virtual Booth 3947 • Virtual Product 1853



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₽roduct 🕰 Releases

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- McAfee released new versions of its McAfee LinuxShield and McAfee NetShield for NetWare antivirus solutions. Both are based on the McAfee scan engine that delivers always-on protection from both Windows and Linux threats to stop viruses before they infect a system. Some of the key features include unique On-Access scanning, seamless automated updates, heuristic and generic detection, and detailed online help. Both solutions work with McAfee ePO (ePolicy Orchestrator) and are Novell certified. Additionally, LinuxShield has received VB100, CheckMark, and ICSA certifications.
- DefensePro version 2.4 from **Radware** has more intrusion-prevention capability than previous editions. The security software now guards against SSL attacks, such as SSL tunnel exploits. DefensePro, which also wards against viruses and worms, can block attacks at up to 3Gbps.
- StillSecure announced StillSecure Border Guard v4.5, which is designed to simplify multiple Border Guard administration

instances as well as give users more control over data access. V4.5 uses multinode reporting through user groups to let MSSP managers monitor their customer base. StillSecure also announced StillSecure Safe Access v3.5, an endpoint compliance solution that features the ability to integrate with core IT infrastructure. Enterprises can use third-party security products to control Safe Access functions and import the results to Safe Access for analysis. Another new StillSecure product is the latest version of its vulnerability management platform. The StillSecure VAM v5.3 features the VAM Security point of view, which analyzes factors such as risk and repair management and the vulnerability lifecycle of an enterprise. It can take information from every data point and show it in a single view. Another feature of VAM v5.3 is that its EIF (enterprise integration framework) now includes ESPA (extensible security plug-in architecture). This architecture integrates VAM into an enterprise's core IT environment.

■ Tablus announced the release of a new content-protection platform that features two best-of-breed components. These components are the Content Alarm NW 2.0 and the Content Alarm DT 2.0. Tablus has combined its own technology for protecting against network data loss with Indigo Security's desktop-protection capabilities. Content Alarm NW 2.0 features a scalable architecture that allows a single location to monitor network traffic. Content Alarm DT 2.0 features a real-time adaptive policy, allowing improper activity to be terminated. It also has a load balancing and failover feature that allows it to better meet the demands of large enterprises.

SERVERS

■ Stratus Technologies is targeting its new servers at customers who need faulttolerant Windows Server 2003 servers. The W Series ftServer 4600 uses a new Stratusdesigned, fault-tolerant chipset and boasts four 3.6GHz Intel Xeon processors. The servers support up to 16GB of DDR2 memory and have Western Digital Raptor enterprise-class SATA hard drives. The server enclosure is a two-CRU (customer replaceable unit) model. The server includes VTM (Virtual Technician Module) and a remote access controller that connects to the Stratus ActiveService network. VTM lets administrators power up the servers remotely (and see the boot screen).

■ Unisys introduced its Intel-based ES7000 RTC (Real Time Capacity) servers for Windows or Linux. Each server includes four inactive Xeon MP or Itanium 2 processors along with four, eight, or 12 active processors. The Unisys Sentinel management notifies the network administrators that additional resources are needed. Encrypted authorization keys automatically unlock and deploy the extra hardware and software.

SOFTWARE

■ Bluestream Database Software introduced Xstream 3.2, a native XML database. Bluestream Database Software improved the performance in this latest version by precompiling XQuery functions. The security system now includes Addition of Group Security, Better System Table Security, and **Extended Operation Permissions.**

Go to Page 16, Column 1

Compact, Cost-Effective Desktop Storage

Increased Capacity Available With StorCase's 5-Bay InfoStation

by Alan Petraske

WHETHER YOU'RE A small business without a separate IT department, a medical office, a school or on-campus department, or a project team within an enterprise, new desktop storage solutions for disk-to-disk backup or data storage and archiving are promising more in cost savings and ease of use.

The StorCase InfoStation 5-bay desktop enclosure is a leading example. The Info-Station provides removable, hot-swappable carriers for up to five removable low-profile 3.5-inch SATA or SATAII drives supporting the latest high-performance 3Gbps host connections. It includes a single external cable and an HBA that provides a 64bit, 133MHz PCI-X interface for desktops running Microsoft Windows. It also supports an external SATA interface without the use of a bridging mechanism. An autonegotiation feature lets this InfoStation adjust to either 1.5Gbps or 3Gbps SATA transfer rates.

The 133MHz, 64-bit HBA supports RAID levels 0, 1, 10, and JBOD with a maximum of eight arrays and supports auto or manual rebuild for RAID groups. Back office users with an eye to archiving and backup can employ RAID 1 and mirror their drives. Video editors can use RAID 0 and employ the striping technique to increase their bandwith up to five times.

A further strong point, according to StorCase Product Marketing Manager Chris Wong, is the convenience of installation and configuration. Drives install directly to the chassis backplane; no internal cables are required. There is an intuitive and userfriendly GUI configuration and monitoring utility. The 300W power supply and auto variable-speed fan are field-replaceable.



SNAPSHOT

StorCase InfoStation 5-Bay SATA Desktop Model

Pricing for the 5-Bay enclosure starts at \$1,410

High-density RAID controller that supports up to five removable SATAII drives

www.storcase.com

Convenience aside, Wong points out that the InfoStation price/performance levels are one of the product's strongest selling points. With a suggested retail price of \$1,410 for the 5-bay enclosure and five 400GB drives at approximately \$300 each, you can acquire 2TB of storage capacity for \$2,900. Street prices will drive that figure even lower.

The trend is clearly moving in the end user's direction. Wong speculates that in a year you'll be able to hook your data center right to your desktop system. Already motherboard manufacturers are including the necessary SATA ports as a part of most desktop systems, which will eliminate the need for a separate HBA module. And as your data needs grow, InfoStations can be converted from desktop units to rackmounts. A mounting kit allows two 5-Bay SATA InfoStation units to be rack-mounted into a 3U 19-inch rack space.

External desktop storage devices with generally similar capacities are available from JMR and Cremax. However, while other solutions may require multiple cables or proprietary cables for a point-to-point connection between the drives and the host, the 5-Bay InfoStation's integrated port multiplier allows a single-cable connection to the fivedevice enclosure, greatly simplifying cable management. Also, the InfoStation supports 2-meter external cable lengths, rather than the 1-meter limitation imposed by similar products. The 2-meter cable with standard eSATA connectors is shielded for EMI compliance. Also unique to the Infostation is the "Soft Start" power circuitry, designed to eliminate in-rush current to each installed drive during spin-up and avoid power arcing during drive insertion.

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₽roduct 🕰 Releases-

Continued from Page 15

■ Business Objects introduced Business-Objects XI Built for Operational BI, which is supposed to extend the BusinessObjects XI platform and enable embedded analytics, process optimization, and guided decision. The product also provides two new integrated components designed to align BI with business processes—BusinessObjects Process Tracker and BusinessObjects Process Analysis.

■ Computer Associates announced its eTrust Identity and Access Management Toolkit, which is designed to help developers build strong, consistent, and more manageable identity-based security into their business applications. The product standardizes security procedures and centralizes policy management, which should help ease security management, simplify compliance processes, unify auditing tasks, and improve IT responsiveness to business changes.

■ Ecora has introduced the Ecora CCM (Change and Configuration Management) suite, which manages tasks such as configuration standards, changes, and security patches through identification, control procedures, and validation. Ecora CCM includes Provisioning and Change Manager, Policy Compliance Dashboard, Enterprise Auditor, and Patch Manager. A second edition, including Provisioning Change Manager and Policy Compliance Dashboard, will be available in Q3.

■ iLumin has announced Assentor Discovery 2.0, a data-discovery tool for searching archived messages in preparation for litigation or internal investigations. Assentor Discovery 2.0 prevents spoliation through a Legal Hold feature for classifying and protecting groups of messages. Assentor Discovery can search archives for messages that may assist in litigation or audits. The software can search by email address, employee number, Assentor ID, the presence of attachments, group membership, and email type. Assentor Discovery also lets users specify a privileged status for messages protected by attorney-client privileges. Assentor Discovery is included in the Assentor Enterprise suite, available in both in-house and hosted editions.

■ The new Nortel Applications Center combines several important pieces of enterprise software in an open, standards-based framework. The components, customizable via SIP, include unified messaging and multimedia collaboration. There are also apps for IP video communication, speech, and computer-telephony integration in the suite.

■ EnterpriseView Server Groups is a new enhancement for NSI's Double-Take data protection/app availability software. It's a remote management console for Double-Take servers anywhere on the Internet. NSI also announced other new Double-Take features, such as Enhanced Failover Monitor and Target Reboot Without A Mirror.

■ PerfCap's PAWZ Planner performs daily per-server saturation analysis. The software creates headroom trending graphs automatically or on demand and has predefined workload out of the box but can be customized. PAWZ Planner supports Linux, WinNT and newer, HP Tru64, UX, OpenVMS, Sun Solaris, and IBM-AIX.

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■ ProIT Operations Management Software version 4.0 is available from Performance-IT. The systems/network management software also handles security and storage issues. One of several improvements to ProIT is the addition of customizable Dashboards to help key personnel have access to real-time status reports at all times.

. ■ Pervasive Software released Pervasive Postgres, which comes bundled with the Sun Solaris 10 OS on Sun SPARC and AMD Opteron systems. The software features triggers and stored procedures and has JDBC and other connectivity options. Users can configure the software, which is available as a free download. (It has a BSD license.)

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■ PolyServe's new File Serving Solution 3.0 for Linux contains a CVM (cluster volume manager) and provides enhanced storage management. The company considers it a distinct alternative to NAS appliances. PolyServe says File Serving Solution 3.0 can improve performance and utilization rates for any type of storage attached to a SAN.

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Coordinate Multifunction Products & Printers To Lower Costs

Ricoh @Remote Makes Device

Relationship Management Easy

by John Brandon

SOMETIMES knowledge is power, even when it comes to photocopiers. Ricoh's @Remote service eases IT management chores in that it automatically creates usage reports, notifies a Ricoh technician about service problems over a dial-up or Ethernet connection, and, in a future update, will perform an automated firmware upgrade. The service works with the latest Ricoh products, with a slightly more limited feature set for older Ricoh devices.

Not having to micromanage photocopiers and MFDs makes sense. In most cases mission-critical devices, such as wireless access points, require more focused IT attention. Ricoh @Remote is a standalone server appliance that works with up to 500 Ricoh products. Any Ricoh product released after the fall of 2003 can transmit meter information, such as the total number of copies and faxes, through the @Remote server to a Ricoh data center. Transmissions use HTTPS with either RSA or DES encryption. IT staff can then

produce detailed reports based on the data. Older Ricoh products only report usage data and do not report service data.

With the @Remote server, an IT admin could find out which department is using printer functions the most and coordinate where the devices are located. The reports even provide data on the person within a department who is using a Ricoh device the most, based on IP Address. IT departments have normally requested service calls to find out meter data and service status, but Ricoh @Remote automates these tasks.

The main benefit to using Ricoh @Remote is in reducing service calls and in freeing IT



SNAPSHOT

Ricoh @Remote

Streamlines device relationship management to help IT administrators use their MFPs more efficiently

www.ricoh.com

staff, so they can focus on other tasks. The usage reports can aid department planning, help IT with cost control analysis, and raise service-level standards.

"Ricoh @Remote can properly diagnose problems prior to the technician being dispatched to perform the repair," says Russell Marchetta, a Ricoh spokesperson. "The @Remote server can alert the service provider to minor issues and usage trends and eliminates the need for all nonmechanical service calls."

Ricoh @Remote pricing varies based on the number of users, devices, and reporting needs. For companies that have signed contracts to use Ricoh products primarily, the server appliance is a true time-saver. For mixed environments where a Ricoh copier is on one floor but the marketing department uses Lexmark products, the server is less compelling. Other products, such as Imaging Portals and those from Xerox and Sharp, work with devices from multiple vendors but typically only report metering information and not service data.

It's unclear when a secondphase release that allows automated firmware updates and can transmit supply status will appear.

Event Correlation

Virtual Booth 3746 • Virtual Product 1485

\$795 per every 10 hosts



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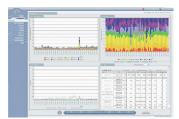
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Event Correlation

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StealthWatch + Therminator **Network Activity Analyzer**

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₽roduct 🔼 Releases

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- Shavlik NetChk Connect detects new wired and wireless connections to a network. It then scans for spyware and the level of patches and updates on each device. Policies can be set to automatically update software on the device and/or remove spyware as needed. NetChk Connect doesn't require client software on each device in order to work.
- Veritas released a storage management, replication, and clustering software package called Storage Foundation HA (High Availability) for Windows version 4.3. The package supports Windows Server 2003 x64 Editions and SQL Server 2005. Storage Foundation HA is also capable of juggling local availability and wide area disaster recovery. Veritas has set Storage Foundation HA's price at \$695 per server.

STORAGE

- Bus-Tech beefed up its tape-on-disk controller by launching MAS (Mainframe Appliance For Storage) 2.0. The new version includes significant enhancements, including both software and hardware upgrades. On the hardware side, the MAS boasts Dual Symmetrical Multiple processors, 2GB of memory, and support for RAID. The system can emulate up to 256 tape drives, and the software has upgraded tape-on-disk application software. The systems can learn FICON and ESCON channel paths, which means users need fewer MAS controllers in crowded environments. The MAS-Fx is FICONbased, and the MAS-Ex is ESCON-based. They work with EMC Centera CAS (Content Addressed Storage) and are available via the EMC Select Program.
- D-Link announced its upcoming D-Link xStack Storage line of iSCSI SAN arrays. The xStack Storage products are built on a next generation SoC architecture providing 10Gbps iSCSI, TCP, and IP offload. The xStack Storage architecture can deliver up to an estimated 860MBps with operational performance of more than 65,000 cached I/O operations per second. These products will support removable SATA drives with RAID

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0, 1, 5, and 10 configurations. The line is expected to be available in Q3 and will be packaged in a 1.6TB capacity 1U chassis with battery-protected cache memory or a 6.4TB capacity 3U chassis with redundant power supplies. Both configurations will have a 10Gbps Ethernet interface.

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- Decru and Network Appliance have teamed up to provide an effective means of storing credit card data and to support compliance with new mandatory PCI security standards. The new CardVault combines Decru DataFort and Decru Client Security Module with NetApp data protection and regulatory compliance data management solutions. The PCI standards require merchants and payment processors to protect data with encryption, access controls, and authentication by June 30. To the end user, the CardVault solution looks like standard networked storage. For IT administrators, the system is deployed transparently without changes to servers, applications, authentication, or workflow. The CardVault solution uses AES-256 encryption, authentication, access controls, and tamper-evident logging.
- Maxell has broadened its selection of tape cartridges with its IBM-compatible 3590 extended tape cartridge. Featuring a native capacity of 60GB and native transfer rate of up to 14MBps, the cartridge offers up to 180GB capacity with 3:1 compression. The 3590 itself uses Maxell's proprietary ceramic armor technology to shield it from corrosion and offer greater durability. The cartridge also uses an advanced calender technology to produce a smooth, submicron magnetic layer, which Maxell claims creates a steady high output for enhanced signal reading/writing. Maxell also fastened the top and bottom shells with screws to make the cartridge sturdier.
- Spectra Logic announced the availability of the Spectra 2K AIT-3 library. Designed to help protect small and medium-sized organizations from losing mission-critical data, the library is an automated tape library with a compressed capacity of nearly 4TB. Compatible with the Spectra 2K,

Microsoft's NT Backup will backup information automatically. The AIT-3 features robotic tape movement, which means users don't have to be present to back up their networks. You can get a single LVD SCSI Spectra 2K library equipped with an AIT-3 drive and 15 slots for \$3,495. This can hold 3.9TB of compressed data and yield a transfer rates in excess of 112GBps.

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■ StorageTek introduced IntelliStore, an intelligent archive and compliance device for medium-sized to large businesses. The device lets companies capture, manage, and reuse business data, such as employee email and customer database information, on both disk and tape media. The 4TB IntelliStore is available for \$75,000. Companies can also increase capacities in 1TB increments at \$9,000 each.

TELEPHONY & VoIP

- D-Link has expanded its VoIP product line to include the D-Link IP PBX and D-Link Trunk Gateway solutions. The D-Link IP PBX (DVX-1000) is SIP-based and features a built-in Call Server, IVR/auto-attendant, voicemail, and conference functionalities. In addition, it has a built-in firewall and uses secure communication for remote Web configuration. The D-Link Trunk Gateway (DVG-3004S) is also SIP-based and delivers voice and fax services over IP networks by supporting up to four PSTN connections.
- **FaxCore** previewed the newest version of FaxCore 4371 at TechEd 2005. FaxCore is the industry's only fax solution built on Microsoft's .NET platform and is a strategic partner of Brooktrout Technology. The new version has support for FoIP with either the Brooktrout TR1034 digital fax boards or the new Brooktrout SR140 Host Media Processing drivers. Another benefit to FaxCore 4371 is its additional reporting functionality in conjunction with Microsoft's SQL Reporting and BI (Business Intelligence) Tools. FaxCore 4371 is expected to be available in Q3 through authorized FaxCore resellers with a price starting at \$1,995.

- According to **Polycom**, its Ceiling Microphone Array can cover all 360 degrees within a room (up to 2,100 square feet in size). The microphone automatically focuses in on the speaker and can track movement across a room. The microphone is designed to interface directly with Polycom's VSX videoconferencing system. The ceiling mounted position reduces table clutter, helps eliminate unwanted noise, and makes it easy to run wires and cables to the microphone. Prices start at \$1,195.
- Seven 2.0 by **Active Voice** is automated telephone assistance software that uses ScanSoft's SpeechAttendant. Once implemented, Seven responds to natural voice commands to help eliminate the need for a long list of menu options associated with automated touch tone attendants. Seven supports U.S. English, UK English, Australian English, Canadian French, European French, German, Dutch, and American Spanish.

WORKSTATIONS

■ BOXX Technologies is pumping up its workstation offering with the 7400 line. The 7400 workstations boast AMD's new dual-core AMD Opteron processors and NVIDIA SLI-based motherboards. BOXX offers NVIDIA nForce 2050 and 2200 MCPs. According to BOXX, the two x16 slots each provide x16 speeds. BOXX also offers the workstations with Windows XP 32-bit and WinXP 64-bit and adds up to 5TB of internal storage for space-hungry users.

MISCELLANEOUS

■ Network Appliance is offering six new ConsultingEdge services that range from single offerings to complete packages. Packages focus on traditional areas including risk avoidance, flexibility, performance, quick deployment, and cost reduction. Services offer products and advice to businesses that are looking to migrate their data to SAN storage environment or businesses that are in need of help in designing a SAN. ConsultingEdge services can also help business design backup and recovery procedures and consolidate data in Exchange, SQL Server, and Windows File Server.

Remotely Monitor Multiple Servers With Sunbelt

ServerVision 1.1 Adds Connectivity Options

by Joe Lazzaro

IF YOU RUN A NETWORK or data center, you're responsible for monitoring clusters of servers. And if your shop is typical, you have servers in remote locations, making it more difficult to keep an eye on all the machines under your umbrella. To assist IT directors, server monitoring packages are no longer a luxury; they have become a critical part of overseeing the health and workloads of your network.

Sunbelt Software has recently released an upgrade to ServerVision, its server monitoring software package. Server-Vision 1.1 lets technical staff monitor either local or remote servers and define and apply monitoring policies. ServerVision lets IT staff define policies and thresholds that trigger automatic events, such as email warnings, pager

alerts, server shutdown, server reboots, or other preplanned responses.

The package also comes with predefined monitoring policies right out of the box, letting IT staff get up and running more rapidly. Upon installation, ServerVision sets up a set of default monitoring policies, which can be changed at a later date if desired or necessary. These default monitoring settings include failed services, event log errors, memory usage, CPU load, and free disk space. These predefined policies can be applied to a single server or to clusters of servers being monitored.

ServerVision takes a noncentralized approach to the business of server monitoring. In addition, this latest version of Server-Vision offers increased connectivity choices, including the capacity to connect to a remote PC using protocol independent named pipes or TCP/IP with Windows logon for that computer. Server-Vision takes a noncentralized approach to the business of server monitoring. In a nutshell, the package can be installed on as many servers as desired within an organization. Each server that has been loaded with Server-Vision can report on any other machine on the network.

IT staff can determine the health and usage of any server by simply viewing the control console, which shows the status of all machines at a glance. In addition, ServerVision can export performance statistics, operating system events, and other collected data into a relational database format. Supported database platforms include Microsoft Access and SQL Server. This data can then be queried and analyzed using a wide variety of third-party tools.

The server monitoring market is a large one, with many competitive products in

SNAPSHOT

Sunbelt Software ServerVision 1.1

\$195 (single server license)

Provides remote server monitoring, automatic email alerts, database compatibility, and new connectivity options

www.sunbelt-software.com

this space, including Alchemy Eye from Alchemy Labs, BirdsEye from Proteligent, GFI Network Server Monitor, Heroix eQ Management Suite, TNT ELM, Argent Guardian, and ServersAlive.

"We're not trying to compete with the Microsofts of the world. Our focus is on small and medium-sized businesses who typically have limited technical staff to manage their IT infrastructure," says Phil Owens, Sunbelt's product manager. "ServerVision comes preconfigured with already-defined monitoring policies that help smaller organizations get up and running more quickly, and our solution is less expensive per monitored server than our closest competition."

OIP, TELEPHONY & VIDEO MARKET WATCH

What's Happening In The VoIP, Telephony & Video Marketplace

EACH WEEK, MarketWatch gives you a quick look at what's happening in a particular product market so you can make better decisions for your company. We interview industry analysts, product manufacturers, and other experts and combine their comments with the latest statistics and market outlooks for a well-rounded perspective. This week's focus is on VoIP, telephony, and video.

by Sixto Ortiz Jr.

TODAY'S TELEPHONY AND communications marketplace is being defined by technologies that allow users to stay connected to their central email systems no matter where they go. Because voice and data communications are increasingly traveling along the same network path, it stands to reason that mobile devices connected to the network must be able to handle both types of communication.

This is having interesting consequences: Gadgets designed for both voice communications and email are leaving dedicated devices such as PDAs behind, while VoIP continues to gain ground on traditional telephony. More and more users are demanding the use of unified messaging applications that allow them to manage all voice, data, or even video traffic with a single application and/or device.

Unified Messaging: Data & Voice Come Together

Market research firm IDC believes 2005 is going to be a critical year for unified messaging applications that allow users to manage their voice and data communications within the same program.

For example, with a unified messaging system, business users can receive their telephony voicemail in their email inboxes. Unified messaging eliminates the need to retrieve and send messages using separate systems.

In fact, IDC believes unified messaging applications that allow users to use their multifunction mobile devices to manage all their communications will drive continuing growth in this marketplace through 2008. According to IDC analyst Robert P. Mahowald, mobile devices that are not linked to corporate networks, albeit convenient, ultimately result in fragmented business communications systems. Unified messaging applications will help remedy this.

Info-Tech Research Group senior analyst Carmi Levy says VoIP, for example, is only one component of a much larger messaging landscape. The growth in VoIP, says Levy, is driving a consolidation of multiple traffic types—voice, video, text—into parallel and intersecting streams. (Disclaimer: Info-Tech

analysts write a regular column for Processor.)

Microsoft Joins the Party . . . Finally

It appears Microsoft is now ready to make a serious push into the VoIP marketplace. And, whenever the Redmond titan fixes its sights on a new marketplace, competitors immediately take notice.

According to IDC's research, Microsoft has been busy establishing alliances with various IP-PBX vendors, including Siemens and Alcatel, to establish a beachhead in the enterprise collaboration applications marketplace with its Microsoft Office Live Communications Server. Entrenched collaboration competitors, such as IBM's Lotus Notes, seeking to capitalize on VoIP's impact on collaboration should take notice.

Microsoft is also working with telephony services providers such as British Telecom and MCI to promote its Connected Services Framework, which IDC describes in a recent press release as an "integrated solution that allows service providers to deliver converged services across multiple networks and a range of device types."

At first glance, Connected Services Framework sounds like .NET for telephony and communications: a common framework for developing applications using Microsoft and third-party technologies.

In a recent press release, Levy says Microsoft's May 2005 release of Microsoft Speech Server 2004 R2 is yet another indicator that the company is looking to leverage its domination in text messaging into the telephony and communications marketplace. Even though a software vendor entering the digital telephony services marketplace appears odd, the fact is Microsoft is one of the very few companies with the resources and connections to succeed, says Levy.

Marketplace Odds & Ends

Even though companies such as Vonage and Skype gained considerable first-mover advantages in the early going, it's only a matter of time before traditional telcos swallow up these smaller competitors, says Levy. When this market consolidation plays itself out, he adds, businesses will face

fewer choices and less pricing flexibility from a smaller number of messaging providers.

Here's a sobering statistic: Research conducted by Info-Tech reveals that 50% of small and medium-sized enterprises will implement VoIP within the next three years. Given that the SME marketplace is millions strong, this statistic translates to phenomenal growth for VoIP at the expense of traditional telephony. As companies switch to VoIP in increasing numbers, traditional telephony vendors will have to either reinvent themselves or cease to exist, writes Info-Tech research analyst George Goodall.

But, IP telephony optimists must realize that IP telephony security, or the lack thereof, is a serious issue that will only increase in importance. "It will be some time before VoIP is as dropdead secure as current conventional telephony networks are," says Levy. In fact, adds Levy, security is VoIP's "elephant in the room."

What's Ahead

The convergence of multimedia messaging is an exciting development that will lead to the creation of new, unique applications and ways to communicate. But, even though it appears that IP telephony

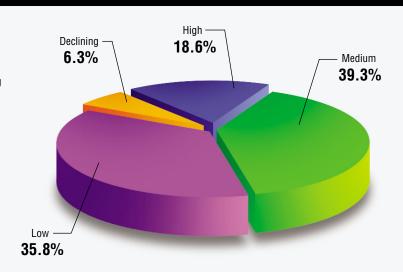
is running away from traditional, circuit-switched telephony, security breaches caused by businesses that rush into IP telephony without understanding the technology's security shortcomings may put the brakes on the market's meteoric growth.

Businesses rely strongly on dependable and secure voice communications. If flimsy security compromises communications, affected businesses could lose faith in the technology and rush back to traditional telephony. Traditional telephony has a better than 100-year head start in this race, so writing its obituary may be a bit premature.

Market Trends

Who Is Investing In VoIP?

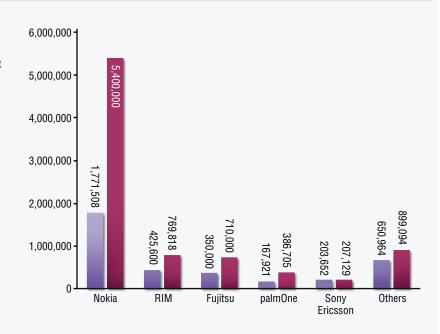
Info-Tech Research Group's 2005 IT Priorities survey reveals the majority of medium-sized businesses investing in VoIP are enjoying either high or medium revenue growth; the fact that 35% of low-growth businesses are investing in VoIP may be an indicator of enterprises looking to bolster their bottom lines by investing in a potentially cost-saving technology.



Converged Mobile Devices Surge Ahead

Converged mobile devices shot up 134.6% year-over-year from 1Q 2004 to 1Q 2005, a clear marketplace indication of what consumers of these devices are looking for.

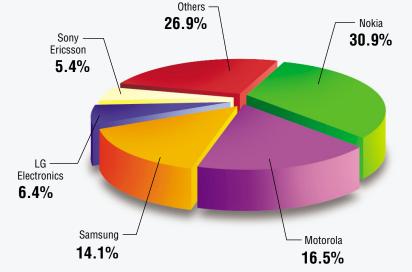
- 1Q 2004
- 1Q 2005



Source: IDC, May 11, 2005

Mobile Phone Growth Slows But Still Grows Year To Year

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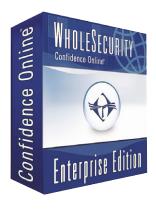
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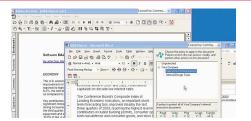
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Reporting On Backups

One of the problems with all the attention on data management these days is that higher-level managers who don't understand life in the trenches sometimes want to get into your shorts and see if you are being responsible or not. After all, if they are paying your salary and benefits to protect the company's information assets, you should be accountable for your work. They might not know what's relevant, but they want to make sure the company is not eroding away under their watch.

Juggling the assortment of tasks you have to manage every day is an exercise in psychological ballet, and

that the raise you were hoping for might instead turn into a tour on the job-performance probation carousel.

Backup Frustrations

The root cause analysis of your woes might be simple to understand: It's that darn backup program, logging warning after warning about how certain files can't be backed up or couldn't be reached or any number of other problems that occur every night during backup operations. Somehow, the people in your management chain found out about these reports and are looking at them cross-eyed, trying to figure out what to do about them and you.

It's ridiculous to think that an environment with hundreds of thousands of files and many discrete data copy operations—running as fast as possible—wouldn't have lots of little errors every night. Nobody working with a big backup environment expects perfection. So what happens if somebody else in your organization decides that backup perfection is to be expected? (Hmm. Backup perfection? An IT oxymoron!)

Well, this is a tough problem. In some cases it may be the same person who made decisions to cut your operating budget, in which case there may be a payback to exert. But what if this person was somebody who increased your budget so you could be more effective? In the final analysis, it doesn't matter all that much; you just need to find a way to get the pressure off your back.

Managing Your Backup

For some of you, this little article might help, and you can show it to your chain of command. I'll say it here as plainly as I can. It's normal to have regular backup problems, but you won't hear about them on the soap opera ads. If Curtis Preston (backup and data protection consultant and author) were here to help shout it, he'd say the same thing, only he'd write something funnier.

Another approach is to try to cover things up somehow by "fixing" the reports or blocking them. A person would have to be crazy to attempt to edit or forge the daily backup logs. That kind of behavior probably needs to be classified as a



Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.

stupid criminal trick. A much smarter way to do things is to apply the available automated intelligence to do the filtering for you.

Which brings us to the real meat of this column: the value of software that manages backup reporting for you. I have to admit when I first heard of that supposedly covers this? The answer is simple: Backup software companies have traditionally focused more on the details of backup processing and have not been as interested in postprocessing. It seems goofy, but the backup industry is chronically trying to catch up with expanding work-

backup reporting managers,

I remember thinking that

somebody must have had

too much time on his hands

to come up with this idea.

After all, why should a

small industry spring forth

when there is already a

backup software industry

loads, and there are always higher priority things that need to be done in order for them to stay competitive.

Customized Reporting Solutions

Some of the backup reporting packages, from companies such as Bocada or Servergraph, allow you to customize the reports that different people can see. If you want to hide the gory details of backup from your second level, you can, instead sending them a report that shows everything finished as expected and giving them a warm fuzzy, as opposed to a hollow pit. This would be one of those career-enabling decisions, if you can get your boss to sign off on it.

The other thing backup reporting is great for is managing heterogeneous backup environments. If you are currently managing more than one brand of backup, wouldn't it be great to get all the reports from those multiple backup products in one centralized management system? Ahhh, get me to the spa; I might just have a chance to relax.

Send your comments to marc@processor.com

Backup reporting is great for managing heterogeneous backup environments.

Vulnerability Management

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there's plenty to think about without having to worry that your boss' boss' boss could show up anytime, suggesting that your CI (competency index) is flagging and

Of course, the statistical reality of backup is that errors are going to occur. The more files and systems you work on, the more errors there are going to be.

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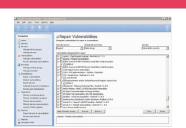
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TechEd Revelations: The Good, The Bad & The Unintelligible

I didn't go to Microsoft's TechEd conference in Orlando (June 8-10). Not as many third-party speakers were invited this time. I guess Microsoft wanted to give the podium to its own speakers, as it had a lot of new toys to promote. All week we saw one flash after another come from central Florida, like summer lightning seen at the distant horizon. Several of them were of great interest to my co-author Peter Blackburn and me.

Late last winter we attended the Author's Summit in Redmond where Microsoft tested the waters on a number of new ideas and product "placements." One of the new features highlighted was the new Report Builder feature of SQL Server Reporting Services (just purchased from ActiveViews). This new product will (in theory) let ordinary people in your company create their own reports using a simplified UI. Because the reports are built from data models you set up ahead of time, these data novices turned report authors can't do any real damage (again in theory) and can help relieve your IT staff of having to build yet another report.

Peter checked out the ear-

liest 2005 release of this new technology, which was incorporated into the April Community Tech Preview, but was disappointed. (It's a bit early to be throwing stones, though.) At the Author's Summit, we heard, to our dismay, that this potentially important feature was only going to be offered in the Enterprise edition (read very expensive) and, therefore, held away from the vast majority of SQL Server customers. Several authors (myself included) protested, and thankfully Microsoft has chosen to include this feature in all versions of SQL Server, except the Express Edition.

Another startling revelation made at TechED was that Reporting Services itself will be available in all versions of SQL Server including the Express Edition. Now that's good news. More good news (I think) is the announcement that Microsoft plans to "release" (whatever that means) Whidbey and Yukon on Nov. 7. I guess that's so they can still call it Visual Studio 2005. . . .

Another Reporting Revelation—Without **Reporting Services**

I spent my time this week working with the latest April CTP. This is the first "conjoined" version of SQL Server and Visual Studio 2005 since October 2004. Although it works far better than anything so far, it still crashes, locks up, and gets confused quite regularly even without using a VPC. For the first time in almost a year, we can use the new Report Viewer control. This, in itself, is a radically new approach to reporting. Leveraging the Visual Studio 2003 Report Designer, the Report Viewer permits developers to build RDL-based reports using the same Reporting Services Report Designer used with SQL Server Reporting Services and render them with their Windows forms or ASP.NET apps, without Reporting Services running anywhere in sight. I'm planning to write a new session and an article or two on this new control. It's bound to be very popular with developers struggling with the current report tools.

Viewing TechEd Sessions From Afar

While everyone was sitting through packed sessions at TechEd (where I hear the attendance topped 12,000), I sat back here in Redmond and downloaded a few choice sessions over the Internet. So far I found it a waste of time. OK, to date I have only endured two of these Webcast or broadcast sessions, but the first one, while understandable, was based on a very old version of Whidbey and completely ignored several important new features of ADO.NET 2.0. If I had paid to attend, I would have been . . . well, irritated at best.

The second was given by a Microsoft product manager, and because his diction was challenged, he "spoketoofast and he swallowing" his words, I got very little out of it. I doubt if the attendees did either. I was able to



WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SOL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

pick up a tidbit or two, but again, it was a disappointment. What made this media

workable at all was the ability to stop, rewind, and play back a section that was tough to understand.

That's what's tough about these conferences: Attendees have to endure seemingly endless irrelevant, dated, or poorly presented materials to mine the nuggets worth spending the big bucks and a week away from their desks. At times, Microsoft insists on using smart but inexperienced speakers for its talkspeople who can't pass on the critical information the attendees came for. On other occasions (as Peter relates), it uses marketing types that have no idea how to communicate with developers. The developers I know find it a waste of time to sit through these marketing-hype talks that don't show how the new features are implemented or how best to apply them. That said, I still think TechEd has been one of the best conferences available. I just think Microsoft loses sight of the overall goal from time-to-time—to inform the developer community. If its people can't connect and communicate, it can't get the message across.

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Backup Application
Virtual Booth 3991 • Virtual Product 1926

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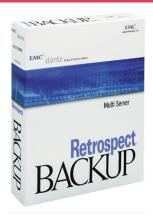
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Five Critical Steps To Disaster Preparedness

Hurricane season, which soon will be coming in full swing, reminds us that business continuity planning is important all year round. We have been seeing many companies take steps to prepare by acquiring mobile devices, SANs, power, and connectivity as part of an overall strategy.

"We moved to an IPbased virtual private network from frame relay to be more agile in the event that a disaster strikes," says Bryan Tucker, network administrator at E.C. Barton & Company, a leading provider of building materials. The company has approximately 70 remote locations in the southern United States, some of which are in rural areas. "VPN technology allows us to easily reroute information to and from backup sites to help us maintain operations."

However, technology alone won't help you avoid disaster. Here are five tips to save your data.

1. Conduct a business impact assessment.

Because even the most thorough disaster recovery plan often won't be able to justify the cost of including every business process, it is important to inventory and prioritize critical companywide business processes.

Tier data based on its importance to operations. For example, processes that need to be resumed within 24 hours to prevent serious business impact, such as revenue loss or major impact on customers, could receive an "A" rating, while those that need to be resumed within 72 hours could receive a "B" rating, followed by those "C" functions that can take more than 72 hours.

2. Take steps to protect data.

Back up data frequently to ensure records are kept and consider upgrading the backup equipment to reduce the time it takes to complete a backup cycle. Automated remote backup

services are available from many vendors. Add uninterrupted power supplies for critical servers, network connections, and selected personal computers to keep the most essential applications running.

Store multiple copies of data offsite and a long distance from the primary data center. Outsourcing this service may make more sense for your budget if you're a small or midsized business that does not currently have a suitable alternative location. Ensure there is a plan to test and retrieve the information in a practical manner. Include the same architecture in your disaster recovery site as in your primary data center. If you use a WAN, the Internet, an intranet portal, and telephones to take customer orders, build the same infrastructure at your backup facility.

3. Identify and appoint a cross-functional team and a recovery team.

Pull together a cross-functional team from departments that can include computer operations, applications development, server and systems administration, facilities, physical security, and network operations. This



JOSH HOWARD

Josh Howard is a senior storage systems engineer with CDW. He is part of a team of technology experts that helps customers navigate complex choices of competing storage solutions to identify which ones are most appropriate for their organization. Howard also designs storage configurations and leads training sessions that update CDW account managers on the latest storage products and trends. Howard holds numerous vendor certifications from tech leaders such as Cisco and EMC.

^ BIO NOTES

team can identify and prioritize critical business processes, select an outside service provider, design the overall recovery process, conduct tests, identify members of

the recovery team, and document the plan.

The cross-functional team will select the recovery team, which will participate in the recovery activities after any declared disaster. While the recovery team can be similar to the cross-functional team, its members should not be identical. Additional members should include the executive sponsor, key customer representatives, and representatives from outside service providers.

4. Document and share the disaster recovery plan.

The cross-functional team should document a plan that defines the role of each individual on the cross-functional and recovery teams. Documentation should include updated configuration diagrams of the hardware, software, and network components to be used in the recovery. Make sure it includes logistical details, including travel to backup sites and who has spending authority for emergency needs. This plan also should have lists of emergency contacts and instructions.

"One of the things that helped us survive a disastrous fire was that our business continuity plan focused priority on the items closest to customers," says Ben Stapelfeld, chairman of the board at New Pig Corp., a supplier of products for liquid management, industrial safety, and plant maintenance. "Our goal was not to lose one customer, so there was constant communication among all the key stakeholders."

5. Form tight relationships with vendors.

A strong relationship can help expedite recovery, as these contacts can work to ensure priority replacement of critical telecommunications equipment, personal computers, servers, and network hardware if a disaster occurs. E.C. Barton MIS Departmental Manager Rick Cheshier recommends companies near disaster-prone areas check with the local telephone provider to see where they rank on the restoration priority list.

"It is important to learn the language of business continuity because so much is at stake; you need to be able to make the best decisions possible for your business," Cheshier adds.

Send your comments to CDW@processor.com

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Web-Based Advantages

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Storage Utility

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Virtual Booth 3920 • Virtual Product 1792

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Patch Management Virtual Booth 4177 • Virtual Product 2187



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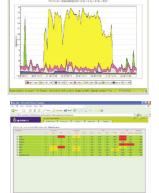
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Performance Monitoring Virtual Booth 3985 • Virtual Product 2411



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IT-Related Facts & Statistics

Focus On The Small To Midsized Enterprise Market

by Will Kelly

THE SMALL TO medium-sized enterprise customer is living in interesting times, as evidenced by statistics and facts gathered from industry analysts and from across the Web.

According to the Yankee Group "2004 Small & Medium Business Applications & Web Survey," performance is the most important application selection criterion for 55% of midmarket enterprises. Conversely, the most important selection criterion for medium-sized businesses is feature set/functionality (37%), followed by the ability to customize solutions.

Analyst firm the Gartner Group forecasts that worldwide SME spending is to reach \$400 billion in 2005 and will grow 8% in emerging markets and 7% in Canada, France, Germany, Italy, Japan, Russia, the United

Kingdom, and the United States through 2006.

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According to the Yankee Group's "2004 SMB and Mid-Market Application and Web Survey," nearly 50% of medium-sized businesses and midmarket enterprises want on-demand solutions for inventory management, merchant services, CRM, and accounting/finance.

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The Gartner Group predicts that through 2007, 80% of organizations outsourcing their customer service and support contact centers with the goal of reducing costs will fail in those efforts.

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According to the Yankee Group, more than 80% of SMEs have mobile workers. This high percentage of mobile workers is helping to drive the Internet to become the application delivery mechanism of choice for SMEs as they seek out more SaS

(Software as a Service) solutions to accommodate their increasingly mobile workforce.

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IDC predicts that the SaS market will reach \$10 billion by 2009. AMI-Partners recently forecasted SME demand for SaS growing at a 40% annual rate over the next four years. Yankee Group ponders SaS even further, noting the rise of Software as a Service is by no means the return of the ASP/MSP model that went up in flames during the technology bust. Today's SaS offerings are directly from vendors such as SAP, Siebel, and Saleforce.com. Quality control and management of the solution is in the hands of a primary vendor, not some low-level partner.

• • • • •

The IDC demand-side research study, "Understanding the Small and Medium-Sized Business Customer for IT Services," states that SMEs want to work with IT services firms that can easily assimilate into their culture. Accordingly, almost 50% of IDC's survey respondents prefer to work with smaller services firms who

enjoy a reputation of swiftness and personalization.

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According to ChannelWeb Research, SME IT budget dollars are largely going to hardware (39%), software (29%), break/fix services (15%), and professional/consulting services (14%).

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Half of midmarket customers consider IBM unimportant to them, according to ChannelWeb Research. In fact, IBM and HP didn't even finish in the top-five list of strategic vendors.

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According to the U.S. Small Business Administration, 39% of high-tech professionals in the United States work for businesses with 500 or fewer employees.

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An Infonetics report entitled "Service Provider Next Gen Voice Equipment" notes revenues from global sales of VoIP equipment totaled \$493 million in the first quarter of this year, an increase of 40% over first-quarter levels in 2004. The growth trend will continue; Infonetics predicts revenues will reach \$5.8 billion in 2008.

• • • • •

According to Gartner Group, mobile PC shipments are expected to increase by 26.5% this year, while desktop sales will grow by 4.6%. Laptops make up just less than 30% of all PC shipments.

The first quarter of this year saw record worldwide shipments of

wireless LAN equipment, with an increase of 20% compared to the previous quarter, according to a study by Infonetics Research. WLAN equipment total revenues were \$767.6 million for the quarter with 12.2 million units shipped.

. . . .

The Yankee Group forecasts market revenue for MSS (Managed Security Services) to grow from \$1.5 billion in 2002 to \$3.7 billion in 2008. SMEs that are unequipped or lack skilled staff, strategy, or technology can go to an MSS provider for the full range of security solutions based upon price and vendor's expertise.

40 of Vanla

The results of Yankee Group's independent, nonsponsored "2005 North American Linux and Windows TCO Comparison Survey" state that 88% of corporations report that Microsoft's Windows Server 2003 provides performance and reliability that is equal to or better than Linux in comparable usage scenarios.

.

Internal limitations, such as skill sets and availability of related external vendor support, continue to hinder expansion of Linux on the server in SMEs, according to the Gartner Group.

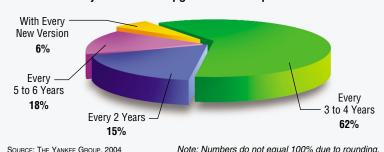
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18% of SMBs with cable modems would consider purchasing VoIP through retail channels. This percentage is six times higher than SMEs with DSL connections, according to the Yankee Group.

SMBs Upgrade More Frequently Than Enterprises

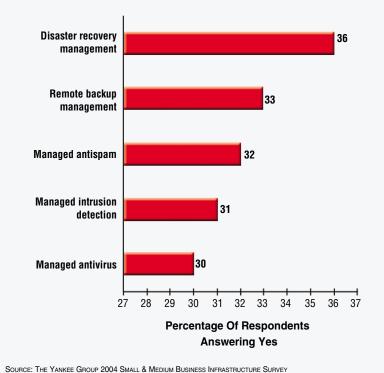
The Yankee Group reports that small to medium-sized enterprises upgrade PCs and desktop software more often than larger enterprises do.

How often does your business upgrade its desktop software and PCs?



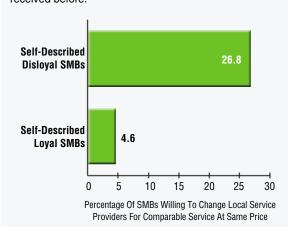
Outsourcing Services To Ease Management Burden

SMEs were asked, "Would your company be interested in outsourcing the following IT services to a third party to offload your IT management burden?"



Disloyal SMBs Very Likely To Switch Local Service

SMEs that consider themselves disloyal are highly likely to switch local service providers if the services are at the same price and at a comparable level to what they received before.



SOURCE: YANKEE GROUP 2004 SMB BUNDLED COMMUNICATIONS SURVEY, N=758

Medium-Sized & Midmarket Top Technical Challenges

SMEs face numerous technical challenges; here are the top five challenges respondents listed

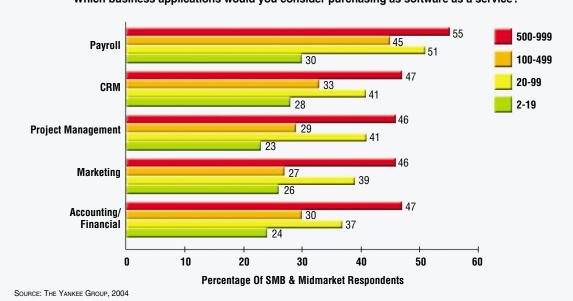


SOURCE: THE YANKEE GROUP 2004 SMALL & MEDIUM BUSINESS BUSINESS IT INFRASTRUCTURE AND APPLICATIONS & WEB SURVEYS

Possibilities For Purchasing Software As A Service

According to the Yankee Group, of the SMEs surveyed, the highest percentage would choose to buy payroll software.

Which business applications would you consider purchasing as software as a service?



IBM Out, Toshiba Up?

Both Risk & Opportunity On The Horizon

by Chris Jackson

FOR A PIONEER of notebook computers like Toshiba, the divestiture of IBM's personal computer business to the Lenovo Group presents both opportunity and risk. Notebook computers continue to be a growth market compared to desktop PCs, and Toshiba's offerings are wellsuited to the small and midsized enterprise. Yet for Toshiba to make dramatic marketshare gains in the enterprise will require significant changes in IT purchasing patterns. How will the Lenovo Group's acquisition

affect Toshiba's performance? We'll take a glimpse of its potential impact on Toshiba, as well the steps Toshiba will have to undertake to become a significant player in the midsized to large enterprise.

The IBM Mystique

Nobody ever got fired for buying IBM. We've all heard it, but



The Toshiba libretto mininotebook model has the same power and functionality as larger PCs, but it packs it into a smaller package.

what happens when IBM decides that it doesn't want to do the selling? Does brand loyalty trump cost and quality? The Lenovo Group has just paid roughly \$2 billion for IBM's personal computer division to find out. And according to Roger Kay of IDC, the hope for Toshiba is that it can capitalize on any missteps during the transition.

It's A Commodity World

Despite the potential impact of the IBM/Lenovo deal, the notebook field is largely a commodity industry dominated by the proverbial 800pound gorilla, Dell. Dell dominates both U.S. and worldwide notebook sales and has developed one of the most efficient production systems that enables it to squeeze out the maximum amount of profit.

Today's notebooks are typical of a monoculture in nature. With the exception of Apple's G4 powered notebooks, most notebooks use the same Intel CPUs and chipsets, with parity in performance and value.

There are small variations in design and implementation, but most notebooks are largely identical in overall design and specifications. In fact, many OEMs outsource notebook fabrication to the same ODMs (original design manufacturers) as their competitors. The result is that OEMs such as Toshiba have limited choices when it comes to competing in the

notebook arena. They can cut their profit margins by using higher-quality components and better designs (the Apple model); they can offer better warranties and service; or they can try to mimic Dell's system of absolute manufacturing efficiency.

Marketshare Follies

Even if Lenovo were to lose a significant amount of its marketshare, there's no indication that this would necessarily transfer to Toshiba. According to IDC, before the Lenovo deal, IBM held approximately 21% of U.S. notebook sales to large businesses, with Toshiba at 7%. An en masse migration to Toshiba would have

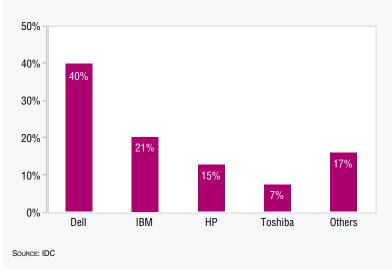
the potential of boosting its marketshare to 28%, but such a shift in marketshare is highly unlikely.

What's more realistic is that Lenovo will have a grace period of one or two years while IT managers assess the effects of the IBM sell-off. If Lenovo maintains the quality that has become a hallmark of the ThinkPad lineup, the defection rate will be minimal. However, if Lenovo looks to boost margins by using cheaper components, minimizing R&D investments, or skimping on warranty coverage, IT buyers will quickly migrate to one of the other top-tier OEMs. Lenovo is clearly hoping that with its Go to Page 30, Column 1

U.S. Portable Shipments By Vendor To Large Enterprises

Dell leads its competing vendors with the highest percentage of portable computers shipped to large enterprises in the United States.

(Previous Five Quarters)



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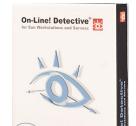
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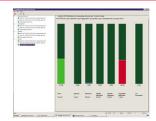
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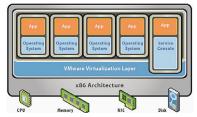
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RIM Extends BlackBerry For Enterprises

New Development Framework Simplifies Wireless Applications

by Daniel P. Dern

EARLIER THIS SPRING, BlackBerry vendor Research In Motion announced the BlackBerry MDS (Mobile Data System) 4.1, a new development framework letting BlackBerry customers and third-party developers create BlackBerry-oriented wireless applications, including and beyond email-oriented ones.

According to RIM, the new MDS is intended to simplify and speed up development of wireless applications. "MDS is a development framework. The new MDS is the latest effort in mapping application connectivity for the enterprise to a handheld device, via techniques that enterprise developers want to use," says David Heit, senior product manager at RIM. According to RIM, 60% of the roughly 42,000 installed BlackBerry servers are using MDS applications (as opposed to just email access).

Main Elements

BlackBerry MDS v4.1 will consist of three major components. BlackBerry MDS Studio is a visual application design and assembly tool that lets developers quickly assemble wireless applications using drag-and-drop functionality. BlackBerry MDS Runtime is device software that provides runtime services for applications developed with BlackBerry MDS Studio.

BlackBerry MDS Services is a set of services that resides on BlackBerry Enterprise Server to handle requests from BlackBerry MDS applications and manage interactions with enterprise applications and systems.

According to RIM, 60% of the roughly 42,000 installed BlackBerry servers are using MDS applications, as opposed to just email access.

"We can use Web Service Definition Language (WSDL) to automatically generate a prototype of how an application could look on the handheld," says Heit.

"Progressive enterprises are finding true value by wirelessly extending their collaborative systems, thus boosting productivity and increasing their bottom line," says Jack Gold, vice president at META Group. "We expect 75% of enterprises to have deployed wireless

within two to three years, often starting with email, but soon progressing to back-office application extensions as well."

New Benefits

Heit points out one reason for the new MDS. "As IT organizations evolve, they want to implement Service Oriented Architectures (SOA), where you're exposing more applications with a Web services interface. Web services can be very asynchronous and can support things like notification. MDS 4.1 supplies a framework to support rapid application development and deployment."

Another benefit of BlackBerry MDS v4.1, according to RIM, will be centralized development and management of applications, helping reduce total cost of ownership of wireless applications.

According to Heit, RIM's MDS v4.1 is "aimed at developers familiar with doing Web pages and creating higher-level content, rather than those who use programming languages. Once you have a project completed, you can click on PUBLISH and you get richly formatted XML metafiles that describe the interaction. This XML file can be published into an application repository, which can be pushed to the device, or users can pick up the applications they need." Because the applications use XML, they are fairly compact, says Heit, in the 14KB to 45KB range, vs. several hundred kilobytes for typical Java-based applications.

Competitors

In terms of competition for MDS 4.1, says Heit, Microsoft recently announced its Microsoft Mobile 5.0, however, that will be only for Microsoft platforms and is just a reference design and a standard. Good Technology has recently announced wireless messaging and enterprise access software for Palm and Microsoft handhelds.

Companies already working with Black-Berry MDS 4.1 include SalesForce.com and Sun Microsystems.

BlackBerry MDS v4.1 is expected to be commercially available later this year. The applications development environment, including full simulator capability, is available free at www.blackberry.com/developers.

IBM Out, Toshiba Up?

Continued from Page 27

reduced manufacturing overhead it can maintain the ThinkPad's quality while improving the profitability of the line.

What's The Channel?

For Toshiba to increase its enterprise sales, it will need to decide what will be the primary sales vehicle: direct sales or third-party vendors. According to David Daoud of IDC,



Toshiba's Tecra notebook is designed for the small to medium-sized enterprise and boasts that it is not only lightweight but also dockable.

"Toshiba clearly has the right product mix and the main form factors one would want. The challenge is in their channel strategy."

Although the margins in business notebook sales are lower than Toshiba earns from its

retail sales, Kay thinks that being an existing supplier on many corporate-approved supplier lists will make it easier for Toshiba to close sales. "Getting access to IT buyers is much easier when you're already approved. No IT staff likes to seek extra bids and quotes from unapproved vendors."

Service Is King

In the retail world that has served Toshiba well, profit margins are higher than in the corporate space. According to Daoud, "Enterprise customers expect better presales service, stronger warranties, and better financing options." These sales elements eat into profits and can easily diminish enthusiasm for initiatives aimed at enhancing the business marketshare.

In Daoud's opinion, "Repositioning Toshiba as corporate-friendly is the key to increasing their acceptance in the corporate world. They need to develop a consistent channel strategy, package it with competitive services, and devote a significant amount of resources." And even then, Toshiba's success is no certainty.

Time For Toshiba?

For Toshiba there's no quick fix to enhance its marketshare or penetration of the enterprise market. Toshiba's product line is expansive enough to compete with any of the other big players in the notebook field, but it lacks the reputation that IBM had with the ThinkPad. "There doesn't seem to be an easy story there for them to grow their marketshare," reports IDC's Kay.

In addition, Toshiba is clearly at a disadvantage when compared to HP, as HP's overall product line is all-encompassing. For IT

managers who want to minimize the number of vendors they deal with, HP (and Dell) offer systems from the PDA to the high-end server. Toshiba has to aim its notebooks at business users seeking an upper-scale system, albeit at a higher price point. This means

"Enterprise customers expect better presales service, stronger warranties, and better financing options."

- David Daoud, IDC

lower volume, which drives overhead higher as a percentage of sales.

Going Upscale

Toshiba's best asset is its reputation as a maker of sound notebooks that are featurepacked and have the performance to match any of their competitors. For this market category, lowering prices in an attempt to compete with Dell is a tempting, albeit foolish, solution. "No one is going to be able to compete with Dell's margins," says Daoud. Even if Lenovo retains the majority of the marketshare it purchased when acquiring IBM's personal computer division, almost 25% of the market is held by smaller OEMs that Toshiba can target with its higher-quality lineup. And in a market that's experiencing double-digit annual growth, there's ample opportunity for capturing new customers.

What's Happening

The Spy Game

Tenebril Sees Spyware Evolving Into An Even More Serious Threat To The Enterprise

 $by\ Stephen\ J.\ Bigelow$

Consumers are faced with an endless stream of advertising. Whether it's obtrusive billboards, excessive television/radio commercials, or ad segments inserted into our favorite Web pages, we're constantly pushed toward sellers trying to hock their products and services. Frederick Felman, senior vice president of marketing at Tenebril, says that the Internet has become fertile ground for marketers seeking an advertising edge, often resorting to insidious data collection techniques to target prospective buyers more effectively. The most worrisome tactic is spyware.

Show Me The Money

Advertisers have refined their art into a precise science. "For these marketers, counting impressions evolved into counting clicks and finally measuring sales against online ads. Smart advertisers realized that the more context they could add to advertising, the greater ROI they could get on their marketing efforts. These clever folks began to create tools [spyware] to present their ads in context and collect as much information about users' behavior in order to present these ads to deliver revenues," says Felman. Such tools evolved from simple cookies to third-party cookies to full-fledged applications capable of collecting user information and sharing that information with the marketer.

While this may hardly seem harmful on the surface, net advertising has unquestionably developed a dark side. "More nefarious



types looked to exploit the prevalence of Windows and the vulnerabilities within to distribute their wares with as little 'friction' from users as possible. They use technologies like ActiveX to download and install these programs automatically, with or without user consent. Even more clever are those spyware and adware distributors and network operators who use 'social engineering' to gain a foothold on users' PCs. These folks 'bundle' spyware with games, peer-to-peer sharing applications, and other free offers to users and their children," says Felman.

The goal, he notes, is to collect personal information more effectively, allowing advertisers to be more effective and generating more revenue. The most common vector of infection is simple user action: browsing the Web to malicious sites where spyware can be installed.

Confidentiality & Availability

Spyware can profoundly impact productivity when infected systems can no longer use their Web browsers effectively. Felman says, "Aggressive spyware replaces home pages, adds links to history and favorites, or redirects traffic to their preferred Web sites, making it nearly impossible for users to get their jobs done. Another effect might be that the browser window is so obscured by pop-up windows displayed by resident applications that the user cannot literally see the screens they need to in order to perform their work."

The response, he says, has been to add support staff to deal with increasingly

sophisticated and tenacious spyware: "Profoundly infected machines are often reimaged completely in order to remove the threat. This action causes users to lose productivity and sometimes irrevocably lose data when their machines are formatted and restored. Even more disturbing is that spyware mutates in ways to thwart detection by signature-based solutions to spyware like those marketed by antivirus vendors."

And the actual numbers are alarming. According to Felman, IDC and Gartner estimate that between 20% and 30% of help desk calls are spyware-related. Even more alarming, up to 90% of PCs may be infected with some type of spyware. While home users may find most spyware to be little more than a nuisance (if they notice it at all), businesses are acutely concerned with the potential security issue posed by spyware, specifically confidentiality and availability. Felman explains, "Spyware, because it observes user behavior and sometimes collects key strokes of users, can expose corporations to the risk of losing control of their confidential information, exposing themselves to the potential loss of customer, user, or patient data, or even their intellectual property."

He continues, "Availability, however, is the immediate and obvious risk that wreaks havoc upon help desks because spyware and adware can so adversely affect user productivity that they trigger a support call. These support calls come about because the performance of spyware-infected machines can be so dismal as to not allow users to conduct business." Felman also notes that even system integrity may ultimately be put at risk in the future: "Integrity issues mean that the data on the machine is somehow altered or damaged. This will likely come about as a secondary threat on spyware-infected machines that are exploited by hackers. The last, and most devastating, worm attacks were on very broadly deployed software, Microsoft IE, Microsoft SQL Server and Database Engine, and Microsoft's Web server platform IIS. These pieces of software were very effective platforms of attack because of how widely distributed they were, the number of vulnerabilities within them, and the poor distribution of patches that plugged these vulnerabilities."

Fighting Back

Although the battle against spyware isn't likely to end anytime soon, administrators can use several practical tactics to help mitigate the potential damage. "Reduce the number of machines that users have administrative rights on and set browser security settings to higher levels (to reduce the risk of automatic and deliberate installation of software). Institute usage of more secure browsers, like Mozilla's Firefox and Opera," says Felman. Considering that the most common means of infection is user action, it's also important to educate employees about spyware and involve them in the company's overall security scheme. "Educate users to be skeptical of offers that are too good to be true and to not install third-party software. Educate users to surf responsibly and not conduct personal business on office PCs or allow their family members to use their laptops," Felman says.

Anti-spyware utilities are another important layer of defense against increasing assault. As Felman notes, any anti-spyware

solution (such as Tenebril's software) should quickly and easily adapt to changing threats. "We provide small, incremental profile updates (like signatures, only more flexible) daily to enterprises who can choose the frequency with which they update their users. We also provide automatically installing engine updates three to four times yearly, as

well as software version updates as we introduce new features. All can be automatically and remotely deployed and updated without user or administrative interaction."

As spyware continues to evolve, Felman also sees the IT industry adjusting to muster a better defense. "IT shops will provide machines with fewer capabilities to users, they'll be more selective about the software they install to scope vulnerabilities, and they'll use Web-/URL-filtering solutions to further mitigate risk. They'll also state their policies to their users more clearly and educate them on how to avoid risk," he says.

What's Next

Disks Go Solid-State

TRADITIONAL DISK TECHNOLOGY RELIES on magnetic media rotated at high speeds under sensitive read/write heads. Although this approach has provided us with extremely fast and dense storage devices for PCs and notebooks, extremely small drives have proven problematic for smaller devices, such as PDAs, cameras, and MP3 players. In many cases very small drives face reliability issues, high power demands (especially in portable settings), and relatively limited storage capacities.

Developers have long sought an alternative to magnetic storage, and Samsung may have finally achieved a practical answer with its 1.8-inch 16GB storage device. Based on 8Gb NAND flash memory chips, the "solid-state disk" caters to small PCs—subnotebook and Tablet PCs to start with. The devices are expected to appear in August. In terms of performance, Samsung's new storage device uses 95% less power than hard drives, reads at 57MBps, and writes at 32MBps. It includes a standard hard drive interface, which makes the device easier to integrate into existing devices, and it weighs less than half of a comparable hard drive. Samsung hopes to develop the solid-state drives to match the capacities currently offered by very small hard drives.

Eiger Seeks Older PCs

COMPANIES ARE OFTEN FORCED TO UPGRADE or replace their desktops and workstations every few years in order to keep pace with increasingly demanding software products. For example, the release of WinXP effectively rendered many older PCs obsolete, simply because the dated systems could not support the burgeoning OS efficiently, if at all. This puts a significant dent in most corporate IT budgets. Even worse, some companies choose not to upgrade, often continuing to use older PCs and OSes in the face of increased security threats.

It seems that Microsoft may finally be recognizing the importance of older PC hardware on business networks. A new version of Windows (dubbed Eiger) looks to extend the working life of older PCs by turning them into thin clients. To run Eiger, Microsoft recommends PCs with Pentium II processors and 128MB of RAM, though the OS is expected to operate on even older platforms. While Eiger will require client PCs to rely on a main network server for many operations, Eiger-based PCs are also expected to support a few local programs, such as Internet Explorer, Windows Media Player, and antivirus software, in addition to several contemporary security features, which will take some of the redundant load from the server. Although Eiger is currently being previewed to a small number of potential users, there is no word on the release plans, pricing, or software compatibility.

New Server Tests Emerging

SERVERS ARE AT THE CORE OF ALL NETWORK OPERATIONS, handling the requests of network users and supporting extensive processing tasks. For most IT departments, it's not enough to simply install a server and trust that it will operate normally. Instead, server testing/benchmarking is typically employed to apply a tangible number to the server's performance. The TPC (Transaction Processing Performance Council) has long touted its TPC-C test as the standard server benchmark. However, TPC-C is now more than a decade old, and modern server hardware and network infrastructures have changed dramatically.

Today, TPC is developing the next generation of its server test, dubbed TPC-E, which is expected to be available in 2006. The TPC-E test is expected to emphasize today's data-base-intensive server loads, offering more meaningful results while being less sensitive to inaccurate results from unusual hardware or software combinations.

In addition to TPC-E, the TPC is also working on TPC-App, a new benchmark to more accurately measure the performance of application servers, replacing the aging TPC-W test. Beyond that, a third test, called TPC-DS, is emerging that is designed to measure the performance of data warehouses used to process large amounts of information. TPC-DS will replace the older TPC-H test.

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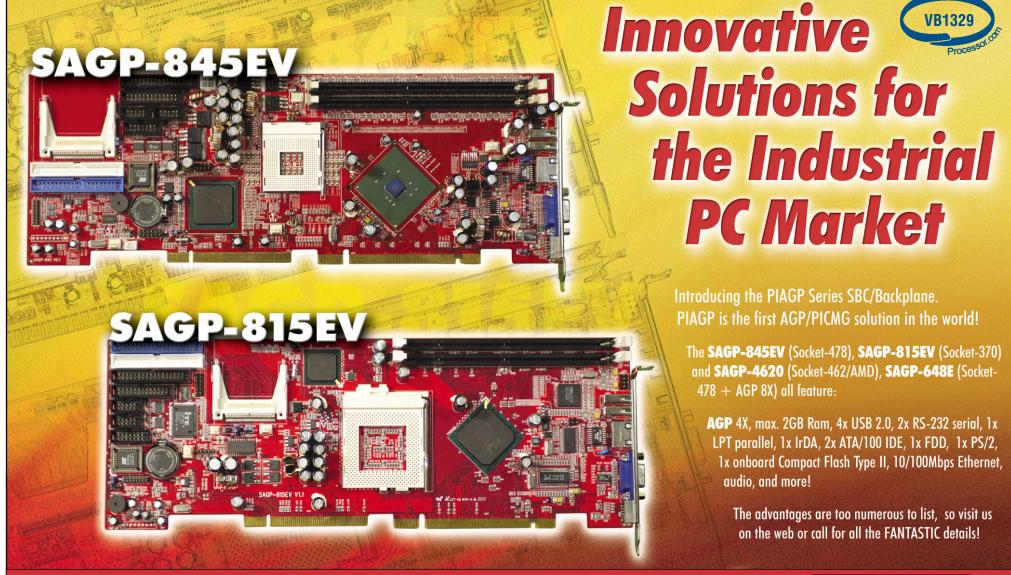
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Security Assessment Virtual Booth 3815 • Virtual Product 1607

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Security Assessment

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VPN

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Data Backup Services Virtual Booth 3897 • Virtual Product 1766

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Virtual Booth 3948 • Virtual Product 1857

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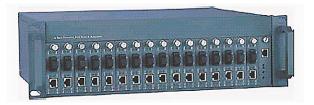
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Cable Management

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Cable Management

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Cable Management

Virtual Booth 4054 • Virtual Product 1999



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- · Full Password Protection Fully Compliant with all

Operating Systems We also have larger devices with more sensor

capabilities available.



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Environmental Monitoring

Virtual Booth 3896 • Virtual Product 1765





Multi Protocol Alarm Notification and Control Inputs - Dry contact, 4-20mA, 0-5 & 0-10VDC (expandable from 8 to 104 inputs), Keypad for access control, Modbus Outputs - Dry contact (up to 36), Sensor/Accessory power Communication Ports - RJ-11, RJ-45, RS-232, RS-485 Protocols - TCP/IP; UDP/IP; ICMP, HTTP/HTML, SNMP (get/set/traps), BACNet/IP, Terminal Emulation, TAP, PPP



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- Early detection of potential water/moisture problems
- Over 3 million feet of patented cable deployed
- Monitor up to 5000 feet and pinpoint leak location
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Environmental Monitoring

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Sensaphone IMS-4000 Comprehensive Remote Site Monitoring

Monitor critical environmental conditions such as temperature, humidity, smoke, sound level, motion, water, intrusion, and power outages with the IMS-4000 host and node. Each host and node unit supports up to eight environmental sensors.

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Environmental Monitoring

Virtual Booth 2879 • Virtual Product 2335



The "RacSense" PDU combines Power Distribution with both Power and Environment Monitoring in a stand-alone unit. Completely self contained. A "plug-n-play" solution generating graphs and web pages via your web browser. Internal sensors include, Current, Voltage, Temperature, Humidity, Airflow, Light and Sound. Three I/O ports can be utilized for cameras, door and water sensors. SNMP traps and email alarm notification.



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Environmental Monitoring

Virtual Booth 2915 • Virtual Product 1870

\$399



Ethernet/Web

Temperature - Air Flow **Humidity - Door Position** Sound - Light Level Power - Web Cam 16 External Sensors

Rack Mounted

Monitor Multiple Cabinets HTML (no client needed) SMTP (e-mail alerts) SNMP (MIB, traps) Graphing - Console

IT Watchdogs

12885 Research Blvd WEB: www.ITWatchDogs.com Austin, TX 78750

EMAIL:support@itwatchdogs.com

Environmental Monitoring

Virtual Booth 3804 • Virtual Product 1645



List Price \$180

- Remotely monitors temperature & humidity
- Remote supervision via browser or SNMP-based NMS
- · 2 contacts for door open, genset start up or other userdefined parameters
- Alarm thresholds set through SNMP/Web interface; notify email/SMS/pager
- Compatible w/any Ethernet/SNMP-enabled MGE UPS

UPS SYSTEMS

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Environmental Monitoring

Virtual Booth 3669 Virtual Product 2232



Online \$295

June 24, 2005

TemPageR provides real-time temperature monitoring, graphing & logging with alerts to individuals or groups. Web interface, supports 4 digital temperature sensors, connects via Ethernet, sends email, SMS & SNMP alerts, use w/wo host PC, rack mount option. Serial Model \$175. Free support & satisfaction guarantee. Resellers welcome.



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Fire Protection

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Clean Agent Fire Suppression System

ECARO-25™, utilizing HFC-125 (DuPont™ FE-25™) as the fire-extinguishing agent, is the best, most cost-effective clean agent fire protection system available. ECARO-25 is perfect for NEW clean agent fire suppression applications, as well as for Halon replacement projects. This highly effective fire suppression system is safe for people, assets and the environment.



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Fire Protection

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Fire Protection

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These Vaults are used for protecting information assets, which are stored as vital records and require the highest possible level of environmental protection.

Typical uses for the Media Rated Vault include optical disks, digital tape and floppy disks, which include corporate records, tax records, financial documents, LAN back-ups or shadowing of the file servers via electronic vaulting.

Typical uses for the Magnetic Media and Computer Room Vault include corporate or data processing libraries, media jukebox and silos. Any large archive of optical disk, digital tape or other magnetic media, which include information vital to the business continuity of the organization should consider this alternative. Firelock can design any failsafe vault to meet your needs.



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Flooring

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HVAC

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HVAC

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HVAC

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HVAC

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Power Distribution

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- Remote Reboot via IP
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- True RMS Input Current Monitoring
- Power-up Sequencing
- · Link to a second tower for group outlet control



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Power Management Virtual Booth 931 • Virtual Product 1073



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Power Management

Virtual Booth 2144 • Virtual Product 780



24 RECEPTACLE REMOTE POWER **MONITORING & DISTRIBUTION**

- · Current, Voltage, Power, and Temp Monitoring
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Power Management

Virtual Booth 2144 • Virtual Product 778



8 RECEPTACLE POWER CONTROL AND MONITORING

· Current, Voltage, Power, and Temp Monitoring

• Turn On, Off, or Reboot any or All Receptacles

- LCD Screen Displays Power Monitoring Information • RS232 interface, 120/208VAC 10,20,30A Models

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Power Management

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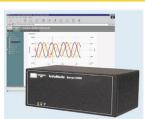
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Power Management

Virtual Booth 4178 • Virtual Product 2188





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Power Management

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Premium protection against surges, spikes and line noise

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Power Protection

Virtual Booth 2144 • Virtual Product 779



8 RECEPTACLE POWER CONTROL / MONITORING WITH TRANSFER SWITCH

- Current, Voltage, Power, and Temp Monitoring
- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10, 20, 30A Models
- Turn On, Off, or Reboot any or All Receptacles



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Power Protection

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Power Protection

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Power Protection

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Power Protection

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Power Protection

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Liebert[®]

Network Power

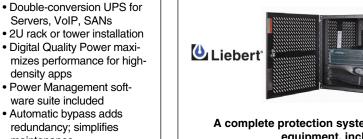
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Power Protection

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Racks & Cabinets

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Racks & Cabinets

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16 Port Console Server

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Access Server

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The Avocent CCM console manager, available in 8, 16, & 48-ports, provides complete and secure in-band and out-ofband connectivity to ensure quick access to serial devices, including servers, network gear, telco and power devices. Key features include: SSH v2/Telnet host, strong authentication, offline buffering, management software, SUN Solaris Ready, and more. Call for a 30-day evaluation.



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Access Server

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Access Server

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Access Server

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Cache Engine

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Content Transformation

Virtual Booth 4088 • Virtual Product 2051

The WAP Gateway acts as a bridge between the Internet world and the mobile world and offers services such as end-user authentication, encoding of WML pages, and WML script compiling. WAP uses the underlying Web structure to render more efficient communication between content providers and mobile devices. The wireless protocol employs Wireless Markup Language (WML) for application contents instead of Hypertext Markup Language (HTML).

An important feature of WAP is the support of telephony service integrated with microbrowsing of data. aveAccess WAP Gateway acts as a proxy between the wireless network and the Internet while encoding WAP data into byte code to conserve bandwidth.



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Load Balancing

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The PowerLink Pro100™ creates multi-homed networks without BGP to eliminate link congestion and bottlenecks for fault tolerant connectivity and continuous service availability. Key benefits include:

- Intelligent traffic management and load balancing across all links
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Load Balancing

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Internet Service Management Device
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Load Balancing Virtual Booth 4172 • Virtual Product 2178



The VIEO appliance manages performance of Microsoft Web and Citrix application infrastructures, unifying visibility and control in a single intuitive interface. In Web environments it measures application service levels in real time, diagnoses problems, and automates changes required for business certainty. For Citrix environments, it enables proactive problem diagnosis before users call the help desk and automatically provisions servers to meet business demands.



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Load Balancing

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Storage Subsystem

RMS2E2

-12 x Ultra 320 SCSI hot-swap bays





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RMC5E2-XP

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RMC8E2-XP

-40 x SATA/SCSI hot-swap drive bays

-27"depth

-HPC + storage platform



RMS3E2

-16 x Ultra 320 SCA SCSI hot-swap bays

Distributors:









DMAN











Load Balancing

Virtual Booth 3892 • Virtual Product 1758



The XC-DPG602 is an authoritative DNS to IP gateway that resolves a domain name to its respective IP addresses. This new capability allows for outbound & inbound loadbalancing and failover for servers located behind the gateway

2 x 10/100 WAN Ports • 4-Port 10/100 Switch 5 yr. warranty • FREE Tech Support FREE Firmware upgrades



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Load Balancing

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Allot Communications' traffic management solutions ensure peak performance for high-priority business applications, throttle/block low-priority network traffic (such as P2P), optimize bandwidth utilization based on priorities and provide frontline protection against network aware viruses and DoS attacks. Allot offers a broad portfolio of award-winning LANand WAN-based traffic management solutions with inherent scalability and throughput from 2Mbps to 1Gbps



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Virtual Booth 4163 • Virtual Product 2148

\$999.99

per unit



- LRE Technology enables 10Mbps data transfer over 1.2km
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Network Management Virtual Booth 3969 • Virtual Product 1885

Manage DMZ Devices with a Secure Solution

ZoneRanger is Tavve's new appliance for securely managing devices in your network DMZ. ZoneRanger is a unique and unparalleled solution for managing difficult to reach areas of your network such as DMZs and TZs, extranets, or overlapping IP subnet ranges. Integrating with your network management station, ZoneRanger leverages your existing software tools to monitor your devices and applications in the DMZ, proxy SNMP requests, and handle UDP traffic: SNMP traps, syslog events, NetFlow/IPFIX data and SFlow data. All this information is securely passed through a single firewall port via a 128-bit encrypted TCP connection. ZoneRanger is a viable, cost-effective, and secure

solution to meet your DMZ management needs.



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Network Management Virtual Booth 4067 • Virtual Product 2025



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Network Management Virtual Booth 3980 Virtual Product 1994



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Network Management Virtual Booth 2875 Virtual Product 1733



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Network Management Virtual Booth 3082 • Virtual Product 1799

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- 1U Rack mount Network Security Appliance with Intel® UVL Intel® Celeron Processor 650MHz
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Router

Virtual Booth 4219 • Virtual Product 2303

Coppercom CSX

Page 47





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Router

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- Predictable performance through patented three CPU design delivers bestin-class resiliency and security
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Router

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- T1 alternative. Combine bandwidths of multiple WAN lines



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Router

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\$895



Q2300 Ethernet QoS Access Router

- For Ethernet/DSL/cable services
- All-in-one device, combines an IP router. VPN, QoS, firewall and Ethernet switch
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Access Control

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Access Control

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The Password Auto Repository (PAR) is the leading comprehensive Administrative password solution that includes the release, change, and verification of critical shared administrative passwords. The PAR is a clientless appliance-based solution providing ubiquitous secure password accessibility. Addresses password management for Operating Systems, Firewalls, Databases and more!



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Access Control

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Access Control

Virtual Booth 3796 • Virtual Product 1567



assigned an RF badge, which is coded. When an authorized user is within the proximity of the computer, the user is allowed access to the system. When he or she leaves the specified proximity, the computer goes into sleep mode, a screen saver is displayed, and the keyboard is deactivated.

The Proximity Security System will completely secure your system. Each authorized user is

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Access Control

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The BioTouch® PC Card provides a fully functional optical fingerprint reader inside a single Type II PC Card.

- Encryption option secures fingerprint image transmission between the reader and a computer • Advanced CMOS camera technology delivers high image
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June 24, 2005

Access Control

Virtual Booth 3516 • Virtual Product 1919

Biometric PKI Network Enterprise Solution With the $\textbf{BioStik}^{\intercal M},$ Index Security Inc. and partner SecureMethods provide a Bio-PKI Network Solution offering "Triple Factor Authentication"; a legally binding digital signature with a Transaction-based Audit Trail. Our Bio-PKI solution is the highest level of data security today, DoD grade. An embedded PKI appliance mechanism grants your users access biometrically, with digitally signed and encrypted remote access to your servers especially via the Web. It leaves a complete audit trail of transactions of file accesses, including who, what, when, where, and how they did it rather than by normal session base. This solution seamlessly provides the highest level of security, for multiple application servers without

the need for modification. Starting price \$30,000 for 99

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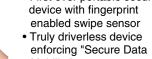


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Access Control

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Access Control

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- Strong Anti-Hacking Protection
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Access Control

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- Folder encryption & Data synchronization
- · Setup a portable mobile email account
- Durable and great looking external case
- Supports MicroDrive (7291 series support 1.8" ATA drive)
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Content Filter

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Content Filter

Virtual Booth 3775 • Virtual Product 1539



Enabling the Identity-Driven Enterprise

- Improves visibility of interactions among users and assets
- Provides real-time, continuous regulatory compliance
- · Places management and operations in a position of knowledge



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Content Filter

Virtual Booth 3903 • Virtual Product 1773



Tablus Content Alarm is the industry's first comprehensive information security solution that protects confidential information—like source code, design specifications, trade secrets, financial information, personally identifiable information and protected health information—from disclosure at the desktop and across the network.

For more information, visit www.tablus.com.



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Content Filter

Virtual Booth 3751 • Virtual Product 1517



The ProxySG 800 provides total visibility and control over all Web communications. Based on a custom objectbased OS, this leading proxy appliance delivers granular policy enforcement with wire speed performance for:

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- Instant Messaging Control
- P2P Control

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Content Filter Virtual Booth 4087 • Virtual Product 2050

> As Low As \$1,995 R3000 MSA appliance only



- Fast, scalable and easy to install
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- · Pass-by filtering and not a point-of-failure • Customizable Profiles and Categories
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Content Filter

Virtual Booth 4173 • Virtual Product 2172



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Content Filter

Virtual Booth 3918 • Virtual Product 1791



NetSpective WebFilter lets corporate managers prevent employees from accessing URLs that contain content the company finds objectionable.

- Supports all network environments
- Plug & Play simplicity
- HTTP, P2P, and IM blocking
- 50 URL categories



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Event Correlation Virtual Booth 4231 • Virtual Product 2338



GuardedNet's nS appliance family brings all the benefits of an appliance together with the feature richness of an enterprise-class SIM platform. The nS series can consolidate, correlate and analyze the logs of more than 100 devices, including network security products, hosts and applications, while providing full lifecycle incident management, as well as proactive policy monitoring and enforcement.



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Firewall

Virtual Booth 3890 • Virtual Product 1753



Mi40 Inverted Firewall Appliance

Stop attacks that bypass your perimeter security. The Inverted Firewall is the first security appliance designed to stop rapidly propagating threats on internal networks. The self-contained appliance detects and automatically contains worms and other malicious traffic without the need to deploy agents, update signatures, or rearchitect your network.

IDS/IPS/DoS

Virtual Booth 4102 • Virtual Product 2072

The **Mazu Enforcer** is designed to detect, characterize, and mitigate traffic-based network attacks with speed

and precision. The Mazu Enforcer is a perimeter appliance that watches for network congestion that is caused by traffic-based threats, such as denial-of-service attacks. When the Mazu Enforcer detects an attack, it uses

packets that are causing the problem. It can then filter out the attack traffic while minimizing the impact on legitimate

traffic. The Enforcer also can dynamically adapt its filtering

Special Features

• Customize and configure the deployment to meet the

advanced heuristics to quickly identify the individual

behavior as an attack progresses.

WORKS

· Regain and retain control during attacks

· Maintain full availability of network resources

specific requirements of their environments



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Firewall

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Application-Layer Inspection at Wire Speeds

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IDS/IPS/DoS

Virtual Booth 3716 • Virtual Product 1353



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Interceptor - Stops Network Attacks in Real Time

- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- Listed by Gartner as "Pure Play" in IPS
- 6 Different Intrusion Detection Models
 Integrated antivirus (Ontional)
- Integrated antivirus (Optional)
- Config available supporting ADSL to Gigabit environment



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IDS/IPS/DoS

Firewall

Virtual Booth 3709 • Virtual Product 1311

The FortiGate-300A Antivirus Firewall provides perfor-

mance, flexibility, and security necessary to protect

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works. The FortiGate-300A platform features two

10/100/1000 tri-speed Ethernet ports for networks run-

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ning up to gigabit speeds.

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Page 49

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Intrusion SecureNet Intrusion Prevention & Detection

- Available for 10, 100, 250 and 1,000 Mbps networks
- Software Sensor turns leading servers into IDS/IPS
- Tweak, Tune and Create Pattern-Matching and Protocol-Decode Signatures
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- Low TCO with remotely manageable Sensors



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IDS/IPS/DoS

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IDS/IPS/DoS

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Sentivist IPS Blocks Known & Unkown Malicious Attacks!

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IDS/IPS/DoS
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Checkmate

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- Automated profile development to aid forensic analysis
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IDS/IPS/DoS

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IDS/IPS/DoS

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VPN Appliance Virtual Booth 3888 • Virtual Product 1751



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- Integrates into existing IP network
- Plug-and-play simplicity
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- · Network security without complexity



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June 24, 2005

VPN Appliance Virtual Booth 4176 • Virtual Product 2180



- Two Ethernet ports: 10BaseT, 10/100BaseT
- Two asynchronous serial RS232 ports
- Tunnels all Ethernet protocols, not just IP
- AES 128 bit encryption
- Remote PC appears to be on the local network
- AC and DC power supply options
- Supports both broadband and dial-up connections



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\$5,995



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Dedicated high-performance appliance devoted to remote access. The appliance is inexpensive, high-performance, remotely manageable, and reliable. It is standards based with a familiar browser-based interface that enables enterprises to easily install, configure, and maintain remote access VPNs. Supports PPTP, L2TP/IPSec and SSL VPN.



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FirePass 4000: Award Winning Secure Remote Access

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Vulnerability Management Virtual Booth 3898 • Virtual Product 1768



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Vulnerability Management

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Vulnerability Management

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OEM Security Platform

Virtual Booth 452 • Virtual Product 2103

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- The NA-0043 fanless slim desktop platform is great for VPN, Network Bandwidth and Firewall applications
- Low power consumption Intel Celeron M processor
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Storage Networking Virtual Booth 4049 • Virtual Product 1991



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Storage Networking Virtual Booth 4142 • Virtual Product 2116



InSpeed™ SOC 422 Embedded Storage Switch

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The Voltaire ISR 9024 is a high-performance, low-latency, fully non-blocking InfiniBand Switch that is ideal for high-performance clusters and grid computing.

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- Available bandwidth of 480Gbps
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- Reduces TCO for clusters



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Optica Technologies 34600 FXBT Converter provides attachment of legacy **bus/tag** peripherals to an ESCON FX fiber optic channel directly or through an ESCON Director. The converter operates by converting the peripheral's electrical interface signals into light pulses for transmission to the fiber optic channel. Fully IBM 9034 compatible. **ESCON** is a registered trademark of IBM Corporation.



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Provides a unique platform for hosting multiprotocol routing services that increase SAN connectivity options and improve resource utilization. By integrating multiple services in a central platform, the SilkWorm helps provide a flexible foundation for implementing a utility computing infrastructure and efficient Information Lifecycle Management within a familiar Brocade SAN environment.



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Switch

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\$299



HotBrick GigaBrick 2600 Layer 2 Managed Switch

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VoIP Gateway

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Ideal for small to medium enterprise locations the 4300T includes a T1 CSU/DSU WAN interface, 4 x 10/100 Mbps LAN interfaces and a crypto co-processor for VPN applications. It replaces multiple systems by integrating IP routing, a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.



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VoIP Gateway Virtual Booth 29 • Virtual Product 1761



Multi-Tech MultiVOIP gateways provide toll-free voice and fax communications over the Internet or Intranet. The MultiVOIP family of analog and digital models ranging from one to 60 ports, connect directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, tollquality voice connections to any office on a VOIP network. MultiVOIP is designed to help maximize investments in the existing data and voice network infrastructure.





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VoIP Gateway

Virtual Booth 3339 • Virtual Product 2241



The Z-Connect router combines a voice gateway and network router in a single device. Simply plug in your analog telephone for instant VoIP capability and connect up to four computers for secure, shared Internet access, Includes up to 150 minutes of ready-to-use, free call time. When you plug in your analog phone, you can begin immediately making local, long-distance and international calls for free.

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VoIP Gateway Virtual Booth 3987 Virtual Product 1920



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VoIP Phone System Virtual Booth 3787 • Virtual Product 1553



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VolP Phone System

Virtual Booth 4051 Virtual Product 1996



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- Embedded solution w/ TUI, VAIL, complete network stack
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Wireless MAN

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Wireless LAN

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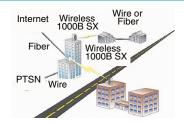
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Wireless MAN

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Wireless LAN

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Wireless LAN

Virtual Booth 4044 • Virtual Product 1986



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Wireless LAN

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Wireless LAN

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KVM

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Monitor

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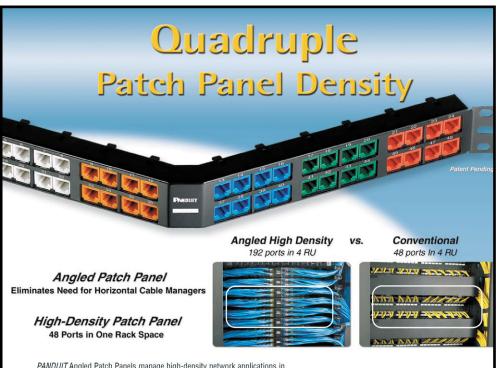


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Printer

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Printer

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Printer

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Printer

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Printer

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\$2,825 MSRP for 3860S1000-CA



Page 59

Flexible and Fast Serial Matrix Printers

The TallyGenicom 3860 and 3880 Serial Matrix Printers offer patented, dual paper handling with auto-switching paper paths. With blazing speeds of up to 960 cps, they deliver worry-free performance in your shared-resource, network printing, or heavy-duty printing applications. Great for bar code printing and multipart forms.



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Printer

Virtual Booth 3951 • Virtual Product 1860



High-quality output, rugged compact design with a low cost of ownership describes the Pentax PocketJet printer. This printer produces crisp text and graphics with an output of 3ppm while weighing less than a pound. Designed to meet the growing needs of mobile workers, this printer can provide printing in any environment without the ongoing cost and hassles of ink.



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Printer Accessory

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We carry duplex assemblies for both 1 and 2-sided printing. Please call or check online to see a complete listing of all the available HP printer parts and assemblies. If we don't have your particular part in stock, we can order it. Please contact us to get the right part for your HP printers.



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Scanner

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Server

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Mainframe/Midrange Virtual Booth 1729 • Virtual Product 2030



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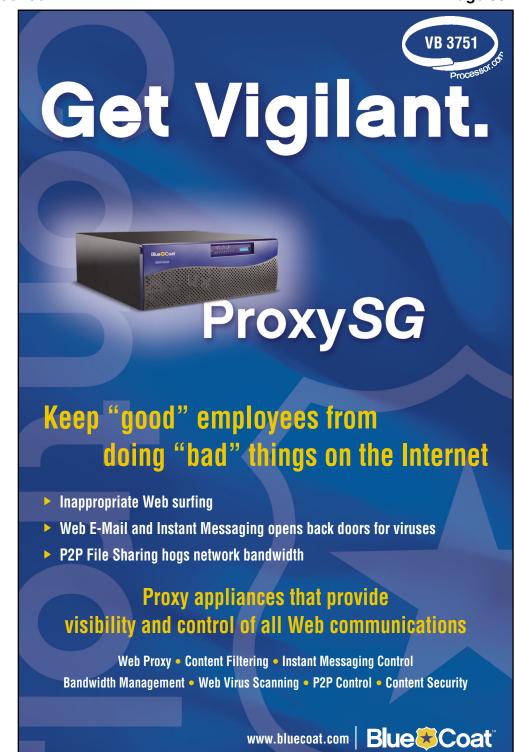
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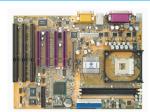
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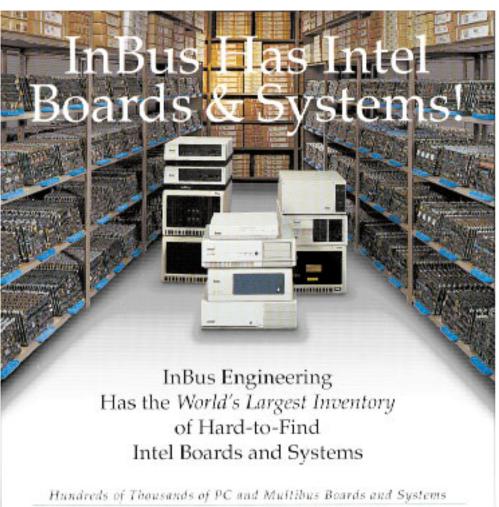
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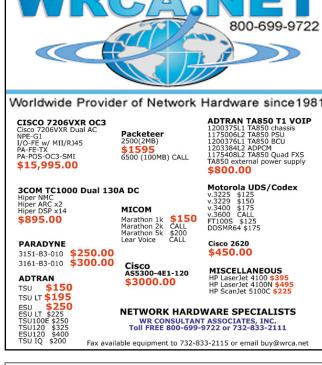
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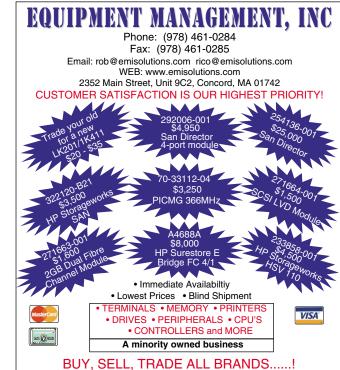
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